TITLE: Course Reserves Specialist  
NEW/REVISED: Revised  
CODE: 0513  
GRADE: 008  
REPORTS TO: Course Reserves Team Leader  
TIME STATUS: Full-time, 40 hrs. per week  
DATE: April, 2019

POSITION SUMMARY:
The Course Reserves Specialist processes incoming course reserves requests in a timely manner, communicates effectively and professionally with requesting faculty, that ensures students are able to access their course materials. As a member of the Patron Services team, The Course Reserves Specialist joins colleagues and student employees at multiple Q&I service points, providing excellent customer service to patrons, circulating materials, providing reference support, and connecting patrons to subject specialists as required. Course Reserves work is seasonal, and as time and commitments allow, the Course Reserves Specialist will have the opportunity to shape the future of RCL through project work, applying their skills and interests to a variety of time-limited, outcome-driven projects, joining colleagues from across the organization to further RCL’s strategic goals.

Responsibilities:

Reserves Processing: 30%
- Processes physical and digital course reserve requests
- Communicates with faculty on status of requests
- Troubleshoots issues making requests or accessing materials

Q&I Service Provision: 30%
- Provides front line support to patrons in multiple service points across RCL
- Circulates materials, connects patrons to technical to support for scanning and printing, processes fines
- Provide reference support to students seeking scholarly materials, and referring to subject specialists as appropriate

Special Projects: 30%
- Participates in short-term RCL projects focused on exploring patron needs, improving spaces or services, or improving internal staff processes
- Joins other RCL teams or working groups as required to help develop or implement clearly-scoped and time-limited projects in support of RCL’s strategic goals
Miscellaneous Duties: 10%

- Maintains currency with general library functions, resources, practices and procedures
- Participates in and contributes towards RCL and University committees, meetings, and events
- Maintains professional collaborations with RCL colleagues and other campus constituencies
- Performs other duties as assigned

Qualifications:

Required

- A Bachelor’s degree
- Demonstrated ability to work as a member of a team
- Demonstrated ability to learn new skills, processes, and tools
- Excellent communication skills
- Commitment to delivering excellent customer service
- Commitment to diversity

Preferred

- Customer service experience

TO BE CONSIDERED FOR THIS POSITION APPLICANTS MUST APPLY ONLINE AT:
http://www.rochester.edu/working/hr/jobs/

Reference ID: 215582 or 215583

*When applying online, please upload your cover letter & resume as one pdf document.

Positions will remain open until filled.

If you have questions or need more information about the position send an email to: RCLHR@library.rochester.edu

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