WHO WE ARE
The Educational Resources Lab (ERL) provides resources and services that support the curriculum needs of Oakland University's School of Education and Human Services. We are a special library that houses and circulates pre-school through secondary instructional materials – both print and non-print, including children’s books, games, audio-visual material, technology equipment, textbooks and professional resources. We also provide work space for individuals or groups, and maintain production equipment for patron use, such as printers, copiers, scanners, cameras, a book binder, and an Ellison Die Cutter.

STAFFING
The ERL staff includes five full and part-time staff members, 2 Graduate Supervisors and approximately 8-10 undergraduate student workers, hired each semester. For our Graduate ERL Circulation Desk Supervisor position, we give preference to candidates who have demonstrated supervisory experience, are able to work efficiently with limited supervision, have excellent communication and interpersonal skills, work well as a member of a team, and who can work evenings and Saturdays to provide management of the ERL when regular staff are absent.

BEHAVIORS/EXPECTATIONS FOR ALL ERL STAFF
The ERL maintains and takes pride in a ‘Customer Service is #1’ attitude. We expect our employees to go above and beyond to help a patron find the answer to their question, even if it does not always fall within the realm of our immediate services. Rather than say ‘no’ or ‘I don’t know’, we expect employees to find an answer or refer the patron to someone that might be able to help.

Behaviors and expectations for ERL staff align directly with those for Oakland University. The ERL staff works as a team and cooperation is essential to providing quality resources and services to our patrons. We expect that employees will demonstrate respect for all members of the University Community in interactions with patrons as well as coworkers. We welcome a richness of talent from a diverse population, and expect our employees to remain open to alternative approaches, be willing to share and learn from other backgrounds and experiences, and demonstrate a willingness to learn new duties and tasks. We expect employees to exercise good judgment in problem-solving and making independent decisions, make good use of time to set priorities and meet deadlines. We expect our staff to perform quality work that reflects well on the ERL, the School of Education and Human Resources and Oakland University.

POLICIES
- Schedules are set in advance, so you are expected to arrive promptly at your scheduled time to work your shift
- Each 4-hour shift includes a 15 minute paid break; lunches may be scheduled but are not paid
- Students punch in/out on timecards; pay is counted in ½ hour increments
- Graduate Students start at $12.00/hour
- Work always takes precedence over studying
- Eating, social networking and personal business should not be conducted at the circulation desk or when on duty
- Appropriate dress/behaviors are expected, and will be reviewed with each employee upon hire
- Violation of ERL policies may cause a student to be put on notice, perhaps terminated
Graduate Position: Circulation Desk Supervisor Responsibilities

SUPERVISORY - Supervise undergraduate student employees

- Coordinates all student employee calendars and creates/maintains student work schedule
- Under supervision of Circ. Desk Mgr., is responsible for initial and ongoing training of student employees
- Reviews completed work of students and advises on work in process
- Prioritizes and expedite daily projects and/or patron requests - acts as the liaison between student employees and full-time staff for delegation/assignment of jobs
- Prepares agenda and runs monthly staff meetings with student employees
- Provides first level of disciplinary action for student employees
- Maintains line of communication to student employees to relay important information (new procedures, emergency closings, change of schedule, etc.)
- Creates room calendars on a monthly basis and updates them daily with any new reservations
- Provides first-level technology troubleshooting

CIRCULATION DESK

- Monitors ERL email account for reservations, InterLibrary Loans and other communications
- Monitors ERL calendar verifying that technology reservations are ready for faculty/staff pickup
- Assists patrons at the Circulation Desk and on the phone
- Refers patron questions and concerns to appropriate regular staff member to follow up
- Assists patrons with basic catalog searches, and helps them find items on shelves
- Assists patrons with printing and copying tasks
- Checks materials in and out, Makes certain that policies and practices for circulating technology items are being followed, including counting pieces, verifying that personal documents are not left on laptops/cameras, etc.
- Maintains Journals in good order
- Shelves materials and shelf-reading
- Picks up tables and keeps Lab looking orderly
- Searches for missing materials
- Types bibliographies and performs other clerical tasks and errands
- Empties book drop boxes, records door counts, counts/locks-up laptops, fills printers/copiers
  *Extended duties may include processing new materials, re-labeling/repairing materials, laminating, and other processing tasks.

ERL SPECIFIC PROJECTS:

- Is responsible for creation of starred review database for current year, i
  - Research designated journals and tag any starred review information
  - Identify books in the ERL collection that match the starred review database and process accordingly
- Acts as the ERL liaison with the Hispanic Outreach program (includes a flexible array of activities including recruiting tutors, speaking to classes, holding book drives, posting/disseminating information about events, maintaining contact with Hispanic. Outreach as to programs, needs, and concerns, etc.)
- Maintains patron room count and usage spreadsheet and chart (to base student employee coverage)
- Produces booklists and bibliographies of ERL materials