Coordinator of Access Services

Department: Abell Library Center
FLSA Status: Exempt
Grade/Level: Non-tenured rank of Assistant Professor
Work Schedule: M-F; 8:30 a.m. to 5:00 p.m.; 12 months; Evenings and weekends as required.

Job Status: 1.0 FTE
Reports To: College Librarian/ Library Director
Amount of Travel Required: None

Positions Supervised: Interlibrary Loan Supervisor/Night Supervisor, Senior Library Associate – Circulation Supervisor

POSITION SUMMARY:

Supervises Access Services employees and oversees physical material usage and maintenance. Contributes as an active member of the library's leadership team to support academic programs on campus, through developing policies and procedures as well as outreach to departments. Performs essential functions personally, through others, or in conjunction with designated personnel or outside vendors/experts.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement
Reasonable Accommodations may be made to enable qualified individuals with physical or mental disabilities that substantially limit one or more “major life activities” to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s) To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.

- Supervises all access services employees activities by:
  - Scheduling, managing, delegating to, mentoring, and reviewing supervised staff
  - Overseeing Stacks maintenance
  - Evaluating and updating policies and procedures for access services
  - Coordinating repairs and troubleshooting of public equipment
  - Generating and reviewing library usage reports and statistics

- Assists the Coordinator of Instruction & Research Services as needed with:
  - Instructional activities
  - Peer-to-Peer Reference/Research Assistance program
  - Maintaining Access to electronic resources, including journal and e-book databases
  - Library website content and updates
  - Social media and outreach activities

Other Job Function Statement(s) To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.
• Collaborates with Librarians and Library team to complete library activities and projects as needed;
• Assists with Collection Development;
• Serves as library liaison to designated academic departments;
• Other Duties as assigned.

POSITION QUALIFICATIONS: (The minimum knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform the essential functions of the job at a fully acceptable level.)

KNOWLEDGE (Defines the mental aspects of the job. Knowledge is obtained through education, experience, training, licensure, certification, or through a combination of the aforementioned.)

Minimum: Terminal degree from an ALA-accredited program (MLIS, MLS, MIS, or related); 3 years of professional library work experience including, but not limited to, managing e-resources/digital content, and teaching library/research skills; two years of supervisory experience.

Desired: Related graduate degree or certification beyond/in addition to terminal library degree; professional experience in an academic library setting.

LICENSE or CERTIFICATION (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) (N/A)

SKILLS (The application of knowledge by the manual, verbal, or mental manipulation of data, words, people, or things necessary to fully meet job expectations of the essential functions.)

To fully meet job expectations, an individual must:
• utilize Microsoft Office (Word, Excel, Access, Outlook, PowerPoint) or appropriate alternative software to the extent required to effectively perform the essential functions;
• communicate effectively using a variety of styles and techniques appropriate to inform or persuade the intended audience. Listen well and ask appropriate questions as needed.

ABILITIES (Natural talents, developed proficiencies, and or other job-related requirements. This section includes observable behaviors or behaviors that produce observable results necessary to fully meet job expectations of the essential functions.)

To fully meet job expectations, an individual must have the ability to:
• maintain regular and consistent attendance;
• use cognitive skills to: analyze and solve problems, develop, plan and implement goals, organize work or assigned projects, follow instructions and/or guidelines; pay attention to details;
• maintain an ongoing active engagement of program administration and associated activities both on and off campus;
• work with, deal effectively, and maintain a professional demeanor with all levels of students, employees and other constituents under normal or stressful conditions (e.g., shifting priorities, ambiguous requests, difficult conversations/requests);
• model high standards of confidentiality, honesty, integrity, trust, and ethical behavior;
• acquire and apply new knowledge through personal development, research, on the job experience, training or education, as needed/directed;
• attend workshops, meetings, or conferences in or out of town, as needed/directed.
**BEHAVIORS** (Required by the institution of all employees within a classification (exempt, nonexempt, managerial/supervisory) necessary to fully meet job expectations of the essential functions and are formally reviewed during the annual performance evaluation process.)

To fully meet job expectations, the following must be demonstrated:
- Leadership Skills - Displays effectiveness in communication, motivation, and directing others’ work.
- Planning Skills - Plans and organizes work effectively by setting goals, prioritizing tasks, and evaluating progress.
- Fiscal Management - Demonstrates sound fiscal oversight through budgeting, managing accounts, and controlling expenses.
- Cooperation with individuals supervised - Listens to suggestions or complaints, displays sensitivity, and is approachable by subordinates.
- Conflict Resolution Skills - Exhibits skill in addressing and resolving workplace conflicts.
- Mentoring Skills - Encourages and coaches staff in a positive manner and fosters staff development.
- Service Orientation - Exhibits a 'customer friendly' demeanor with internal and external customers.
- Teamwork - Works effectively with other employees, e.g., other managers or supervisors.

**PHYSICAL REQUIREMENTS:** The following represent the physical requirements of the essential job functions: Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting (up to 20 pounds) associated with the job duties is required.

**WORK ENVIRONMENT:** Typical environment is library setting with low to moderate noise.

**Disclaimer:** The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. *It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.* Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: ___________________________ Date: ______________

Supervisor Signature: ___________________________ Date: ______________

Executive Signature: ___________________________ Date: ______________