



Access & User Services Manager

Department: Abell Library Center

FLSA Status: Exempt

Grade/Level: N/A

Work Schedule: Mon–Fri, 7:30am – 4:00pm; 12-month. Occasional nights and weekends as needed.

Job Status: 1.0 FTE

Reports To: Library Director

Amount of Travel Required: Less than 5%

Positions Supervised: Library Assistant – Night Supervisor (0.5 FTE); Library Assistant – Weekend Supervisor (0.5 FTE); Student-Employees (~20)

POSITION SUMMARY:

Under minimal supervision, manages the library's Access & User Services department, including the public-facing Circulation Desk. Hires, trains, schedules, and supervises student-employees. Ensures continual and consistent service desk coverage with assigned College staff and student-employees. Upholds library policy related to the circulation of materials and resources, patron service and accommodation, and any affiliated operations (creating workflows, providing training, writing procedures, and evaluating work). Ensures prompt, courteous, and efficient service to library patrons. Supports the library's formal service and collection assessment, provides inventory control for library materials, assists faculty with course reserves and related requests, and reconciles patron accounts regarding material checkout issues, late fines/bills, etc.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities 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.

Manages the library's Access & User Services department:

- Facilitates a well-rounded, service-forward student-employee work environment:
 - Hires, trains, and supervises student-employees, and maintains accurate training and procedural manuals
 - Schedules student-employees to ensure department is adequately staffed
 - Evaluates student-employee performance by setting expectations and providing feedback
 - Organizes, prioritizes, and oversees to completion all student-employee projects
- Carries out supervisory responsibilities in accordance with the college's policies and applicable laws to include, but not limited to, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.
- Oversees circulation desk and stack maintenance operations

- Locates and processes materials to fulfill course reserve requests from faculty
- Conducts on-going inventory processes and library catalog cleanup (in conjunction with Technical Services department)
- Coordinates educational exhibits and thematic displays which highlight materials from the library's circulating collections (in conjunction with the Special Collection & Archives department)
- Contributes to the library's short- and long-term strategic planning efforts
- Participates in library outreach and programming
- Participates in professional development activities

Manages the Circulation Desk service area:

- Performs opening procedures for the library Monday through Friday
- Coordinates with the Night Supervisor and the Weekend Supervisor:
 - Circulation desk coverage with members of the Access & User Services department
 - Priorities for student-employee training, tasks, and projects
 - Areas that may require attention, such as: patron, technological, or facility issues
- Serves as initial contact point for patron inquiries
- Coordinates with the College's Business Office for reconciling library fines and billing for overdue or lost/damaged materials
- Generates patron notifications for Lost, Damaged, and Missing Materials
- Processes applications for borrowing privileges from BARR public library cardholders, and, when necessary, conduct background checks on new applicants
- Communicates information related to changes in staffing, scheduling, policy, or procedures affecting student-employees, projects, and any other circulation activities with the Night Supervisor, Weekend Supervisor, and the Library Director.
- Provides key administrative support to include:
 - Creating and submitting the following transaction categories to include requisitions, work orders, and /or assigned documents for:
 - Maintenance, repairs, and/or housekeeping
 - Departmental time reports reminders
 - Coordinating support for events in the library building
 - Library space usage and reservations
 - Performing general office/customer service duties to include:
 - Greeting library visitors
 - Handling phone communications and maintaining voicemail greetings
 - Updating and publicizing changes to library building hours throughout the year
 - Responding to questions and/or referring inquiries to the appropriate staff member or department
- Performs routine troubleshooting of printers/other technology available for patron use: clearing paper jams, refilling paper trays, replacing toner or ink cartridges, and assisting users as needed

Other duties as assigned/required (includes but not limited to):

- Provides baseline reference help in the absence of a Librarian or Peer Reference Assistant
- Trains select students in the library's opening procedures

Other Job Function Statement(s)

- Participates in and serves on college committees

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 (Obtained through **education, training, experience, licensure or certification, or through a combination of the aforementioned.**)

To perform this job successfully, an individual must possess the following education, training, and/or experience:

- Bachelor's degree from an accredited college or university
- Library research skills in an academic context
- Experience using integrated library systems, cataloging systems, or other complex inventory systems; experience using relevant computer-based technologies
- Supervisory experience
- Management/handling of library materials in various formats

Preferred, but not required:

- Two (2) years of experience directly related to the specified duties and responsibilities
- Some graduate-level coursework in progress or completed toward earning a Master's degree in Library Science (MLIS, MLS, or equivalent master's degree in a related field)

SKILLS (The application of knowledge necessary to accomplish the essential functions of the position.)

To perform this job successfully, an individual must possess the following skills:

- Communicate effectively using a variety of styles and techniques appropriate to the audience
- Exhibit strong collaborative and organizational skills
- Balance multiple responsibilities effectively, and establish priorities
- Possess a strong service orientation
- Work well in a team setting
- Adapt to evolving service practices, systems, and technologies, including the responsible and ethical use of AI-enabled and other emerging digital tools to enhance workflows, public-facing services, and user engagement
- Use Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.) or appropriate comparable software to the extent required to effectively perform essential functions

ABILITIES (Observable behavior/s necessary to perform the essential requirements of the position.)

To perform this job successfully, an individual must have the ability to:

- Understand, embrace and demonstrate commitment to the mission of the College and a liberal arts educational environment;
- Contribute to a culture of data-informed, continuous improvement to ensure the Access & User Services department's efforts align with the College's goals and objectives;
- Foster a cooperative work environment
- Work effectively with employees and other constituents of the college, as well as the public;
- Maintain confidentiality regarding sensitive matters;
- Develop, plan, and implement short- and long-range goals;
- Supervise and train relevant employees, to include organizing, prioritizing, and scheduling;
- Pay attention to details;
- Analyze and solve basic problems;
- Create and edit written documentation;
- Accept change and considerable variety in the workplace;
- Work under pressure while maintaining a professional demeanor;
- Model high standards of honesty, integrity, trust, and ethical behavior;
- Present a professional image to include dress and behavior;
- Work occasional nights and weekends;
- Travel as needed, to attend conferences or workshops for professional development

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.):

BEHAVIORS (Required by the institution of all employees within a classification [exempt, nonexempt, managerial/supervisory] necessary to perform the essential functions of the job and are formally reviewed during the annual performance evaluation process.)

The following must be demonstrated at a fully acceptable level:

- Independence of Action/Initiative - Exercises good judgment in problem solving and decision making
- Service Orientation - Exhibits a 'customer friendly' demeanor with internal and external patrons
- Resourcefulness/Creativity - Presents a variety of options to fulfill job responsibilities and meet workplace objectives
- Productivity – Completes all assignments in a timely manner
- Accuracy – Ability to perform work accurately and thoroughly
- Communication Skills - Presents ideas effectively. Conveys thoughts clearly and concisely. Listens well and asks appropriate questions.
- Teamwork - Works effectively with other employees. Offers help when needed.
- Attendance – Misses few days of work
- Punctuality – Arrives to work on time

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 or office environment 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: _____