

Job Title: Access Services Specialist
Department:
Reports to: Director
FLSA Status: Non-Exempt

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SUMMARY

The Access Services Specialist is responsible for ensuring excellent customer service to all library patrons, while overseeing the daily operation and management of the library's circulation, reserves, and collection access functions. Responsibilities also include assisting groups and individuals with various information needs through reference and instruction services, maintaining library collections, and offering programs to adult patrons.

RESPONSIBILITIES AND DUTIES

- **Customer Service**
 - Provide excellent customer service to all library patrons and staff.
 - Provide reference and reader's advisory services; and assist patrons in using technology and library resources, including genealogy and local history collections and databases.
 - Issue library cards, check out items, collect fines, resolve issues with patron accounts, and ensure patron records are updated regularly.
 - Charge patrons for damaged materials and notify them.
 - Resolve any issues that may arise.
 - Maintain patron confidentiality according to state and federal laws.
- **Programming**
 - Provide programs and activities for adult and teen patrons, both in and out of the building.
 - Continuously evaluate current programs and activities for future service needs.
- **Supervision and Leadership**
 - Ensure all procedures are followed appropriately.
 - Commit to professional growth and development.
- **Collection Development and Maintenance**
 - Work to maintain and develop the collections as outlined in the collection development policy.
 - Regularly consult reviews, catalogs, patron and staff recommendations, and current holdings to select materials for library collections in all formats, including books, periodicals, Books on CD, e-books, and e-audiobooks.
 - Manage and maintain online catalog, item records, and circulation rules, as needed.
 - Shelf and keep materials in order on shelves. Shift the collection as required.
 - Inspect returned materials for damage and ensure all materials in the collection are in excellent condition.
 - Keep track of and analyze usage statistics of library materials to evaluate current practices and future needs.
- **Finances**
 - Adhere to internal library financial procedures.
- **Marketing and Public Relations**
 - Work with other library staff to promote library events and programs.
 - Assist at library booth at various community and business events to promote the library.
- **Facilities Maintenance**
 - Perform custodial work in public and employee areas to maintain a clean environment.
 - Report any issues with the facility to the director.
- **Additional Duties**
 - Run daily reports to assist in sending patron notices, pulling from the various holds lists, etc. using the library's integrated library system.

- Track statistics relating to both the library system and library usage.
- Oversee MelCat interlibrary loans.
- Communicate with Suburban Library Cooperative staff and staff from other libraries to manage projects and resolve concerns; attend meetings in the SLC service area as needed.
- Additional duties will be assigned according to individual strengths and interests.

SUPERVISORY RESPONSIBILITIES

Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include assisting with interviewing and training employees; planning and directing work; and addressing and resolving issues that arise.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree preferred; and/or three years of related customer service experience and training; or equivalent combination of education and experience. Library experience required. Experience working in library cooperatives and using Polaris strongly preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as operating manuals, various publications, and procedure/policy guidelines. Ability to write routine procedure guidelines, reports, and correspondence. Ability to communicate effectively to other library employees, volunteers, and interns; the general public; outside vendors; and library patrons. Ability to speak effectively before groups of library employees, patrons, and the general public.

MATHEMATICAL SKILLS

Ability to understand and apply basic math principles as applicable to this position.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in various situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License preferred. Library of Michigan Library Staff Certification level 3 preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk, hear, stand, sit, walk, bend, stoop, reach with hands and/or arms, and use hands and fingers to handle items. The employee is occasionally required to kneel, climb, and balance. The employee must frequently lift and/or move up to 10 pounds; and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

The physical demands of this position may require the employee to operate a vehicle. This demand requires the employee to have the ability to work in a constant state of alertness and in a safe manner. An employee under the influence constitutes a threat to health or safety.

WORK ENVIRONMENT

The noise level in the work environment is usually moderate.