LIBRARY ACCESS SERVICES SPECIALIST JOB FAMILY

MC MONTGOMERY COLLEGE

	Library Access Services Spec I	Library Access Services Spec II	Campus Access Services Supervisor
Grade:	17	19	23
Job Class Level	Full performance administrative support work	Full performance administrative support work	Supervisory level class managing campus library access (circulation) services for a campus library
Education (Minimum)	Associates degree	Associates degree	Bachelor's degree
Yrs. of Experience (Minimum)	1 year of experience working in a library, or 2 years of administrative support or customer service experience.	2 years of experience working in a library.	3 years of experience working in access services, including public services, in an academic library. 1 year in an access services supervisory position.
Certifications (Required)	N/A	N/A	N/A
Training (Required)	N/A	N/A	N/A
Knowledge (Required)	• Knowledge of modern office procedures and practices as applied to the operations of College libraries; library fundamentals and a library management system.	• Working knowledge of libraries, including library fundamentals, integrated library systems and technologies.	• Knowledge of: library access operations in an integrated library management system; database management; internet applications; and the College mission and policies and procedures related to library operations.
Role Summary	• Provide front-line customer service in responding to information, access and technology requests.	• Provide front-line customer service in responding to information, access and technology requests. • Lead, guide and mentor entry-level staff. • Assist in coordinating workflow and priorities.	• Ensure effective service orientated management of access services including daily operations, long term planning of circulation services and service desk, course reserve and periodical service areas, stack management, routine patron library IT access, exit services, and fines and fees system. • Recommends improvements in the quality of services and contributes/participates in library planning and decision making.
Level of Autonomy	Under direct supervision	Under moderate supervision	Under general supervision
Core Functions	• Performs responsibilities in one or more of the core library functional areas.	• Assists the Campus Access Supervisor in monitoring and adjusting day-to-day duties and workflow.	• Coordinates and supervises the activities, workflow and operations

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	• Cross trains in these areas in order to provide necessary coverage. • Responds to customers' requests for research materials, access, information library technologies. • Checks in/out library materials for patrons. • Responds to library policy related questions. • Follows up with patrons on overdue materials.	• Trains, guides and coaches lower level staff in their duties and the library services functional areas. • Responds to customers' requests for research materials, access, information library technologies. • Performs responsibilities in one or more of the core library functional areas. • Maintains circulation and information services transactional data.	• Hires, trains, schedules and evaluates library public service paraprofessionals. • Coordinates with library management and other library staff to ensure service delivery standards are met • Manages the provision of library circulation services to patrons. • Resolves patron issues related to delinquent materials, bills and fines, and other complaints involving overall satisfaction. • Coordinates the repair of library equipment, PCs, assistive technologies and various other electronic equipment used in access services. • Participates in library-wide planning.
Core Skills	• Customer service orientation • Proactive • Time management • Teamwork • Communicate effectively • Technology literacy: office suite software, ERP software, social media	•Customer service orientation • Proactive • Time management • Communicate effectively • Technology literacy: office suite software, ERP software, social media • May guide student assistants • Planning & organizing	•Customer service orientation • Proactive • Planning / coordination / organization • Time management • Communicate effectively • Technology literacy: office suite software, ERP software, social media • May guide student assistants • Planning & organizing • Problem Solving • Delegating
Core Competencies (Proposed)	• Accuracy and thoroughness • Collaboration • Adaptable • Innovative • Integrity • Initiative • Critical thinking • Decision making / problem solving • Strive to learn • Communication • Service orientation • Anticipate stakeholders needs and take appropriate action • Leadership	• Accuracy and thoroughness • Collaboration • Adaptable • Innovative • Integrity • Initiative • Critical thinking • Decision making / problem solving • Strive to learn • Communication • Service orientation • Anticipate stakeholders needs and take appropriate action • Leadership	• Accuracy and thoroughness • Collaboration • Adaptable • Innovative • Integrity • Initiative • Critical thinking • Decision making / problem solving • Strive to learn • Communication • Service orientation • Anticipate stakeholders needs and take appropriate action • Leadership