



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Access Manager I	Position Code:	1001-112
Reports To:	Library Manager or Asst. Library Manager	Classification:	Exempt (P)
Division:	Guest Services	Date:	09/2024

JOB SUMMARY:

Under the direction of the Library Manager or Assistant Library Manager, the Access Manager I provides leadership and direction for Library Aide staff. Assumes responsibility for issuing and receiving library materials, issuing library cards, providing information about library accounts and services, locating books and other materials for customers, assisting with self-service equipment and technology, and providing information about library programs.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

- Provides excellent customer service, including answering questions and helping customers locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with customers.
- Executes short and long-term objectives within the context of the Library's strategic and tactical plans.
- Champions the Library's strategic goals and initiatives with the system's mission, vision and core values in mind.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including scheduling, managing and approving payroll time entries and leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- In collaboration with the Library Manager and Access Manager II/III provides oversight for the full range of circulation desk procedures using an automated circulation system.
- Creates standard weeding lists as established by the Collection Development Department.
- In collaboration with the Library Manager and Access Manager II/III ensures consistency and efficiency of local workroom circulation functions.
- In collaboration with the Library Manager and Access Manager II/III ensures that access operations are consistent with Library policies, procedures, philosophies and objectives; consults and makes recommendations as needed to the Library Manager or Access Manager III.
- In collaboration with the Library Manager and Access Manager II/III, participates in strategic planning for the location.
- Participates in hiring staff for location under the guidance of the Library Manager and/or the Access Manager III and the Human Resources Department.
- Provides directional assistance, information about library programs, services, other departments, policies and procedures.
- Provides basic technology assistance and assists with self-service equipment and technology.
- Interprets customer needs and connects them with appropriate resources.
- Responsible for opening and closing procedures during in-charge shifts, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- Gathers and reports statistical data as assigned.
- Assists with the handling of money at the location, including potentially overseeing the balancing and reconciling of cash drawers, preparing and posting daily deposits and sending them to the Business office, completing reports, etc.
- In collaboration with the Library Manager and Access Manager II/III provides oversight for clearing returned materials including checking for damage, sorting by owning agency and routing materials appropriately.
- In collaboration with the Library Manager and Access Manager II/III provides oversight and participates in the sorting and shelving of books and other materials, including shelf reading for accuracy and shifting for balancing.

- In collaboration with the Library Manager and Access Manager II/III provides oversight for routine collection maintenance and weeding processes following established guidelines; communicates effectively with the Collection Management Department.
- In collaboration with the Library Manager and Access Manager II/III ensures that location is well-ordered, appealing and inviting.
- In collaboration with the Library Manager and Access Manager II/III provides oversight for library displays to showcase collection.
- In collaboration with the Library Manager and Access Manager II/III provides oversight for the use of Library meeting rooms and ensures the meeting rooms and equipment are properly set up.
- May assist in creating/editing/curating content for the web, in the form of blog posts, bibliographies, etc.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Serves as the Manager on Duty as assigned.
- Drives personal vehicle to and from various locations.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITY:

- Manages Access Specialist I staff.

INTERACTION:

- Interaction with all levels of staff and the general public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment
- Vehicle (personal)

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High School diploma or GED; and
- Five or more years of library experience working directly with customers.

OR

- Bachelor's degree from an accredited college or university; and
- Two or more years of library experience working directly with customers.

Licenses and Certifications:

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Experience with a library automated circulation system.
- Familiarity with collection maintenance software.
- High level of comfort with computing, online databases, office productivity software and emergent technologies.

Knowledge of:

- Library principles and practices
- Applicable state, federal and local laws, rules and regulations.

Skill in:

- Communicating ideas and thoughts clearly, succinctly and effectively both verbally and in writing to a diverse staff in different formats.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.
- Using tact, discretion, initiative and independent judgment.
- Planning, organizing, assigning, directing, reviewing and evaluating staff work.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using critical thinking - logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Utilizing effective and creative problem-solving skills.
- Preparing clear and concise reports, correspondence and other written materials.
- Demonstrating a flexible and collaborative work style.

Mental and Physical Abilities:

- Ability to effectively listen and problem solve.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to analyze, interpret and integrate data from various sources and to plan, develop and implement strategies
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to travel to various locations and to access reliable transportation to do.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, crawl, kneel, and lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Occasional evening or weekend work required.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.