



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Manager of Access
Reports To: Regional Director
Division: Guest Services

Position Code.: 1004-120
Classification: Exempt
Date: 03/2024

JOB SUMMARY:

The Manager of Access provides leadership and direction for the Access Managers and staff throughout the Library System. This position is responsible for system-wide circulation policies and procedures, reviewing and evaluating work products and methods for system-wide circulation services, materials maintenance, and meeting room services. Serves as the system expert and training coordinator for the full range of circulation desk procedures using an automated circulation system including issuing and receiving library materials, issuing library cards, and assisting with self-service equipment and technology. Collaborates with other departments to ensure the success of Access-related processes.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer service for internal and external customers.
- 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, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; training staff as necessary on basic job functions.
- Serves as a system leader for overall strategic planning with regards to Access services. Develops, plans and implements goals and objectives for system-wide circulation services.
- Serves as the head of the Access Manager III "cabinet"; leads monthly and quarterly system-wide meetings of Access Managers to identify, discuss, and resolve Access-related issues to provide excellent, consistent, and efficient customer service.
- Acts as mentor for system Access Managers.
- Participates in hiring Access Managers for library locations in conjunction with the local Library Manager, Access Manager(s), and the Human Resources Department
- Provides feedback on Access hiring procedures to the Human Resources Department and guidance to libraries in hiring Access Staff.
- Works in collaboration with the Learning and Development Division to coordinate system-wide Access training for library staff, including circulation and self-service technology.
- Serves as system-wide Access trainer.
- Creates and maintains complete and accurate Access Services training documentation, as well as records of a strategic and process nature, such as project documentation and files.
- Collaborates with other departments to ensure consistent practices by Access staff reflective of the needs of those departments.
- Recommends, implements and administers system-wide policies and procedures related to Access services using professional library principles and practices; positively communicates changes in processes, policies, and software functionality to all impacted staff to ensure excellent customer service.
- Analyzes and resolves system-wide policy and procedural problems; advises staff, the public and other parties concerned on policies, rules and regulations; investigates complaints and recommends or institutes corrective action; prepares oral and written reports on findings as necessary.
- Reviews and evaluates work products, methods and procedures to ensure consistency and efficiency for system-wide Access services.
- Serves as the system expert for the Metropolitan Library System's integrated library system (ILS) as related to Access Services.
- Serves as liaison between the managers, staff, the public and other agencies; coordinates projects that affect system-wide and local Access services; e.g. troubleshooting, enhancements and problem resolution related to the ILS.

- Provides Access Services to library customers by routinely serving in the various libraries as needed to maintain hands-on expertise.
- Participates in the ILS community, building strategic relationships with other users of the ILS.
- Works closely with the Deputy Executive Director/Technology on budget priorities and strategic directions of the ILS.
- Provides system-level input on methods to ensure that each location is well-ordered, appealing and inviting.
- Acts as a system resource for staff scheduling software for Public Services.
- Prepares the department's annual budget requests and controls expenses.
- 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.
- Maintains professional awareness of related developments and trends through reading professional literature and participating in professional associations and continuing education.
- 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.

INTERACTION:

- Interaction with all levels of staff, customers, agencies, Library Commission members, auditors, and the general public.

MATERIAL AND EQUIPMENT USED:

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

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Master's degree from an ALA-accredited college or university in Library and Information Science;
- Three or more years of management experience; and
- Three or more years of experience with an automated circulation system (ILS).

Licenses and Certifications:

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

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Familiarity with collection maintenance software.
- High level of comfort with computers, office productivity software and emergent technologies.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Modern professional library principles, practices and procedures.
- Management principles and practices, including goal setting, budget development/implementation and staff development and motivation.
- Methods and techniques of research, statistical analysis and report presentation.
- 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.
- Hiring, motivating, developing, and directing staff in a collaborative team environment.
- 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.
- Understanding and applying highly complex policies and procedures.
- Demonstrating a flexible and collaborative work style.

Mental and Physical Abilities:

- Ability to effectively listen to customers and employees as part of understanding their needs.
- 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 so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear.

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.
- 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.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.