



Classification Description

Job Title: Access Services Coordinator

Pay Grade: 109

Job Code: 3918

FLSA Status: Exempt

Job Purpose

This position will provide daily supervision of the Lee Campus Library circulation staff, student workers, and services under the direct supervision of the Director of Libraries. The Access Services Coordinator will have the ability to recommend, implement, and administer the policies and procedures critical to College-wide library operations. This position will function as an authority on circulation services for all campus libraries while working under the direction of the Director of Libraries.

General Responsibilities

Essential Functions

In collaboration with the Director, plans, organizes, and directs Access Services operations and activities that meet needs of the FSW community.

Provides ongoing evaluation of library paraprofessional staff.

Represents FSW on local, state, and regional committees and organizations.

Functions as the primary contact for daily Access Services operations, and policies and procedures for all Florida SouthWestern State College libraries.

Supervises staff responsible for circulation services consisting of Associate Access Services Coordinators, Library Technology Systems Specialist(s), as well as Library Assistants and student workers assigned to the Lee campus.

This position also functions as the circulation contact for The Florida Academic Library Services Cooperative (FALSC) regarding circulation technology, automation systems, reserves, inter-library loan and document delivery, overdues and billing, as well as coordination with OCLC.

Serves as an authority in circulation services, while supporting the Director of Library Services, Campus Librarians, faculty librarians, staff, students, the public and outside agencies.

Coordinates and plans schedules and workflow within circulation functions on the Lee campus, along with the Director of Libraries.

ACCESS SERVICES COORDINATOR

Trains new library employees assigned to the Lee campus in general library procedures and circulation operations.

Assists in developing and implementing circulation service plans, goals and procedures.

Responsible for appropriate record keeping, file maintenance and compiling surveys and reports as needed.

Performs other duties as assigned by the Director of Libraries.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Five (5) years of experience working in circulation services in an Academic Library. Appropriate combination of education and experience may be substituted.

Knowledge of library science, procedures and practices.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.

ACCESS SERVICES COORDINATOR

- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 29, 2020. Revised: July 1, 2023.