



## Classification Description

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**Job Title:** Associate Access Services Coordinator

**Pay Grade:** 104

**Job Code:** 3919

**FLSA Status:** Non-exempt

### **Job Purpose**

This position will provide daily supervision of the campus library circulation staff, student workers, and services at an assigned campus library. This position works under the direct supervision of the Access Services Coordinator based at the Lee Campus. The Associate Access Services Coordinator will implement, and administer the policies and procedures critical to library operations as directed by the Access Services Coordinator and department leadership. This position will function as an authority on circulation services at the assigned campus library.

### **General Responsibilities**

#### **Essential Functions**

Provides leadership for Access Services for assigned FSW campus library.

Plans, organizes, and directs library operations and activities that meet needs of the campus community.

Provides ongoing oversight, supervision, evaluation of and direction to staff responsible for circulation services consisting of Library Assistants and student workers assigned to the respective campus library.

This position also functions as the campus contact regarding questions related to circulation technology, automation system technology (i.e., ALEPH, Alma), reserves, inter-library loan and document delivery, overdues and billing.

Serves as an authority in circulation services, while supporting the Access Services Coordinator, Campus Directors, faculty librarians, staff, students, and the public.

Coordinates and plans schedules and workflow with the Access Services Coordinator.

Trains new Library employees assigned to the campus library in general library functions and circulation operations.

Assists in implementing circulation service plans, goals and procedures.

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

Represents FSW at local, state, and national conferences.

Performs other duties as assigned.

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**

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

Two (2) years of experience working in circulation services in a 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 processes.
- 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.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.

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- 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.