



Classification Description

Job Title: Access Services Associate

Pay Grade: 103

Job Code: 4012

FLSA Status: Non-Exempt

Job Purpose

This is responsible, technical work performing complex and integral library job functions within a specialty area of the Division of Libraries at an assigned campus library. Work includes assisting the professional staff in the day-to-day operations of the College Library to include circulation, reference, online access to information and other related activities. Work may include coordinating workflow within functional area and supervising student assistants. This position reports to the Assistant Director, Library Services.

General Responsibilities

Essential Functions

Supervises work-study and student employees.

Creates and updates student hiring forms and procedures.

Collects questionnaire and resumes from prospective student workers.

Conducts interviews and follows up with prospective workers.

Creates and updates training procedures on canvas and in-person.

Coordinates team and individual meetings with students at the Lee Campus, and orientation meetings across all FSW campus libraries.

Alerts students regarding workplace changes and important campus information.

Communicates with Assistant Director, Library Services and Associate Access Service Coordinators regarding students and visits to other campuses, as needed.

Creates and facilitates teambuilding and individual tasks for student assistants.

Creates and manages Lee Campus Library work-study student work schedules.

Reviews and approves timesheets for Student Assistants at the Lee Campus.

ACCESS SERVICES ASSOCIATE

Provides customer service leadership, delivers an array of library services.

Assists faculty, students and other patrons with general orientation and use of the equipment for non-print retrieval; assists student assistants and other library staff at the check-out desk; coordinates and participates in re-shelving.

Provides basic equipment troubleshooting in the Library user areas including copiers, printers, and computers and reports problems to assigned supervisor.

Operates and reports issues of the automated system (Alma) and assists in training as requested by assigned supervisor.

Assists Librarians in helping users with information resources.

Delivers basic assistance to students in all aspects of computer and printing usage.

Coordinates processing/preparation procedures for all formats relative to cataloging and use, as assigned.

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 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.

One (1) year of full-time professional work experience. An appropriate combination of education and experience may be substituted.

Flexibility to work varied shifts, including evenings and weekends.

Demonstrated experience using a personal computer, Microsoft Office software applications such as MS Word, Excel and Outlook email. Ability to use library-specific databases.

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 willingness to learn policies, procedures, and regulations pertaining to the position.
- Ability and willingness to make presentations in front of various sized groups.

ACCESS SERVICES ASSOCIATE

- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with all constituencies of the College. Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- 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.
- 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: January 28, 2022. Revised: June 28, 2022, July 5, 2023, and January 3, 2025.