



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Access Specialist I
Reports To: Access Manager
Division: Public Services

Position Code-Gr: 1005-10
Classification: Non-exempt
Date: 03/2018

JOB SUMMARY:

Under the direction of the Access Manager, the Access Specialist I ensures appropriate and efficient processing and distribution of Library materials and provides basic customer assistance.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Sorts and shelves books and other materials, including shelf reading for accuracy and shifting for balancing.
- Empties book drop; receives, opens and checks materials for damage.
- Sorts and routes materials to their appropriate location.
- Issues library materials and discharges returned materials; accepts fines on overdue materials and payments for lost or damaged materials; makes change.
- Retrieves materials from shelves, stacks or special collections; retrieves and processes system holds.
- Interprets member needs and connects them with appropriate resources.
- Receives mail and interlibrary loan materials; sorts, clears and identifies holds.
- Issues new library accounts, and replaces library cards as necessary.
- Ensures that the location is well-ordered, appealing and inviting, including straightening and edging; performs light housekeeping duties.
- Assists members with self-service equipment and technology.
- Provides and promotes information regarding library services, programs, policies, and procedures.
- Arranges meeting room furniture and sets up equipment.
- May assist with library displays and merchandising materials to showcase collection, including documenting usage
- Weeds materials for condition, superseded editions, and duplicates; assists in pulling materials as assigned.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- 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 members' records and the code of professional ethics.
- Performs additional duties as assigned.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

INTERACTION:

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

MATERIAL AND EQUIPMENT USED:

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

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

- Minimum of one year of High School (9th grade) completed

Licenses and Certifications:

- None

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Fundamental library principles, methods, materials, and practices
- Dewey decimal classification system
- Library resources and collections

Skill in:

- Understanding and following oral and written instructions.
- Typing or keyboard skills to enter and retrieve data using a computer.
- Filing alphabetically, numerically, using good spelling, and performing basic math computations.
- Interpersonal skills necessary to effectively interact with internal and external customers to give and extricate information in a courteous and friendly manner.

Mental and Physical Abilities:

- While performing the essential functions of this job the employee is frequently required to sit, stand, walk, rove, bend, stoop, crouch, use hands to finger, reach with hands and arms, handle or feel, 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 crawl, kneel and lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

- Works indoors in a library setting with little physical discomforts associated with changes in weather. The noise level in the work environment is quiet to moderate. Requires face to face interaction with other staff and the public daily.
- Schedule may include evenings and weekends.

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.