



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Access Manager II	Position Code.:	1002-19E
Reports To:	Library Manager or Access Manager III	Classification:	Exempt
Division:	Public Services	Date:	09/2018

JOB SUMMARY:

Under the direction of the Library Manager or Access Manager III, the Access Manager II provides leadership and direction for full-time and part-time Access staff. Assumes overall responsibility for the full range of circulation desk procedures using a circulation system including issuing and receiving library materials, providing information about library programs and services, locating books and other materials for customers, issuing library accounts, and assisting with self-service equipment and technology. Oversees routine collection management processes. Also, responsible for keeping updated statistics and usage records.

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 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; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Oversees and provides the full range of circulation desk procedures using a circulation system.
- Ensures consistency and efficiency of local workroom circulation functions.
- Implements and evaluates circulation standard operating procedures and system policies; assures that access operations are consistent with Library policies, procedures, philosophies and objectives; consults and makes recommendations as needed to the Library Manager and Access Cabinet.
- In collaboration with the Library Manager and other Access Managers, participates in strategic planning for the location.
- Participates in hiring staff for location, in conjunction with the Library Manager and/or the Access Manager III and the Human Resources Department.
- Provides directional assistance, information about library programs, services, other departments, policies and procedures.
- Provides basic technology assistance and assists with self-service equipment and technology.
- Interprets customer needs and connects them with appropriate resources.
- Responsible for opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- Gathers and reports statistical data.
- Assists the Library Manager with the annual budget; monitors adherence to supplies budget.
- Manages the handling of money at the location, including overseeing the balancing and reconciling of cash drawers, preparing and posting daily deposits and sending them to the Business office, completing reports, etc.
- Oversees the process for clearing returned materials including checking for damage, sorting by owning agency and routing materials appropriately.
- Oversees and participates in the sorting and shelving of books and other materials, including shelf reading for accuracy and shifting for balancing.
- Oversees routine collection maintenance and weeding processes following established guidelines; communicates effectively with the Collection Management Department.
- Coordinates overall collection management with local management team.

- Oversees and ensures that location is well-ordered, appealing and inviting.
- Oversees library displays and merchandises materials to showcase collection.
- Directs and schedules the use of Library meeting rooms and ensures the meeting rooms and equipment are properly set up.
- Serves as a system leader for Access services.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Makes presentations to staff and Access Manager group, 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.
- Serves as the Manager on Duty.
- 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 customer records and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Occasional travel to other library locations
- Occasional travel within the state or nationally for appropriate professional development.

INTERACTION:

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

MATERIAL AND EQUIPMENT USED:

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

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor's degree from an accredited college or university in a related field; and
- One or more years of management experience with evidence of progressive responsibility and interdisciplinary approaches to problem-solving and decision-making.

Licenses and Certifications:

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

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Experience with a library automated circulation systems (ILS).
- Familiarity with collection maintenance software
- High level of comfort with computing, online databases, office productivity software and emergent technologies.
- ALA accredited Master's degree in Library and Information Science

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Management principles and practices.
- Applicable state, federal and local laws, rules and regulation.

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.
- 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.
- Demonstrating a flexible and collaborative work style.

Mental and Physical Abilities:

- Ability to effectively listen and problem solve.
- 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 stand, 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 sit, walk, stoop, kneel, crouch, crawl, and lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:

- Manages full-time and part-time Access staff.

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.
- Schedule will include occasional 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.