



**DATE ISSUED:** 03/09

**FLSA:** Exempt

**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Coordinator, Access Services

### **JOB SUMMARY**

Serves as a member of the Libraries' management team and is responsible for distance education library services, circulation, course reserves, and interlibrary loan services. This position performs reference services for distance and off campus students and has administrative duties requiring a comprehensive knowledge of library operations, policies and procedures and emphasizes the responsibility of each employee to deliver accurate, timely, and courteous service that respects individuals needs and strengthens the educational experience. Work is performed under administrative direction and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system in accordance with the University Policies & Procedures and is based on the accomplishment of defined objective and the effectiveness of the assigned library functions.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director of Libraries

*Supervises:* Various professional librarians and library staff

### **PRIMARY DUTIES** - *May include, but not limited to the following:*

Provides leadership and management for the Access Services Department including services for students at a distance, and circulation, course reserves, and documents delivery/interlibrary loan services.

Participates in library planning and policy making, serves on the Administrative Team and other library and university committees, task forces, and teams.

Directs and coordinates the activities of the department; manages a staff of one professional staff, eight support staff and oversees the supervision of student assistants.

Coordinates, implements and assesses off campus library services.

Partners with the Libraries' management team on developing and promoting growth of the Libraries' services for internal and external students.

Coordinator, Access  
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Recommends library access policies and establishes procedures to support the university community in an effective and accountable manner.  
Oversees the Libraries' copyright compliance services for print and electronic resources.  
Helps plan and conduct usability testing and overall assessment of the Libraries' access services.  
Keeps abreast of current trends and issues relating to web technologies and their application in libraries.  
Speaks to faculty, students and the general public about distance education and library services.  
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ADDITIONAL DUTIES**

Participates in professional organizations and actively contributes to the profession.  
Performs other duties as requested.

### **EDUCATION**

MLS or equivalent degree from an ALA-approved university program.

### **EXPERIENCE**

Three years of library experience. Academic library experience, familiarity with asynchronous teaching and learning methods, work experience or academic background in instructional design and instructional technology preferred. Supervisory experience and demonstrated interest in the use of technology to improve access to library service and materials. Experience working and problem solving in a team and customer service oriented environment

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

Knowledge of automated circulation systems, windows based computers,, and office software.  
Demonstrated ability to work independently.  
Ability to work collaboratively with other campus units.  
Ability to plan, direct, and evaluate a complex operation, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals of the library.  
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.  
Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.  
Ability to apply budgetary and fiscal planning techniques within financial constraints.  
Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Coordinator, Access  
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Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

Ability to communicate effectively orally, by telephone, by e-mail, in person, and in writing.

Ability to use a personal computer and other office equipment.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; clean; sit; sort; hold; squat; stoop; stand; twist the body; walk; and write walk; use hands to finger; handle, or feel objects, tools or controls; reach with hands and arms; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

### **WORK ENVIRONMENT**

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

### **SAFETY**

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

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**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***