

# **ACCESS SERVICES MANAGER**

**(Range 131)**

## **DEFINITION**

Provides professional administrative and supervisory direction for all library automation systems related to database and software management for the Library District. In addition, helps the public with the operation, use, and policies centered around these systems.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Deputy Director.

**ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:**

### **Essential Functions:**

1. Oversees the maintenance of library automation systems such as Innovative Interfaces and coordinates projects in the bibliographic database, including bibliographic reports and overall system support.
2. Resolves a wide range of routine and non-routine issues and difficult situations.
3. Directs and supervises the training of staff on new technologies and systems.
4. Collects data, develops reports using report management software, prepares planning documents, and develops goals and objectives as requested.
5. Conducts library research, procedural and administrative studies, and prepares reports relative to recommended solutions or courses of action regarding such.
6. Provides advice and consultation to the Executive Director, Deputy Director, Library District staff and management, the Board of Trustees, patrons, and others concerning various policies and long-range planning of the implementation of new technologies.
7. Keeps abreast of the latest trends and developments in database management and new technologies.
8. Exercises decision making skills in maintaining library systems.
9. Interacts extensively in person, and over the telephone with district-wide staff and management, outside agencies, vendors, patrons, and other libraries.
10. Responds to inquiries and complaints in a courteous and timely manner.
11. Develops, interprets, and implements Library District and Department policies and procedures.
12. Enters data and maintains computerized bibliographic database.
13. Coordinates retrospective conversions and library systems.

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14. Utilizes personal computers, automated library systems, the Internet, e-mail, and on-line tools and resources including web-based search engines and MS Office Suite.
15. Operates library and general office equipment including, but not limited to: copy machine, telephone, and fax machine and mail machine.
16. Maintains a safe environment for staff.
17. Prepares, interprets, analyzes, and summarizes various routine and non-routine reports.
18. Attends or conducts various meetings and training sessions at sites throughout the Library District.

**Marginal Functions:**

1. Participates in committee work when needed.
2. Ensures completion of and submits employee leave request forms.
3. Attends and participates in professional association meetings and seminars.
4. Participates on interview panels.
5. Performs related duties and responsibilities as required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

1. Professional public library principles, practices, and techniques.
2. Cataloging practices and standards such as AACR2, LCSH, MARC, and LCC.
3. Automated systems used in libraries such as PC Reservations, III, Envisionware RFID Solution, as well as on-line tools and resources, the Internet, and computerized catalogs.
4. Sources and availability of current information.
5. Planning methods and techniques.
6. Research techniques.
7. Effective supervisory techniques and practices.
8. Basic accounting principles and procedures.
9. Principles of budget development, administration, and control.
10. Adult and children's literature.
11. Library of Congress Classification System.
12. Library District and Department policies and procedures.

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13. Library District terminology and functions.
14. Correct English usage, spelling, punctuation, and grammar.
15. Pertinent Federal, State, and local laws, regulations, and ordinances.

**Ability to:**

1. Exercise good judgment and make sound decisions.
2. Accept and manage change and maintain flexibility.
3. Work quickly and accurately.
4. Perform multiple tasks concurrently.
5. Work independently and as part of a team.
6. Work under pressure and meet deadlines.
7. Maintain effective working relationships with those contacted during the course of work.
8. Plan, organize, and review projects for accurate and efficient results.
9. Supervise and direct the work of subordinates.
10. Interpret and explain Library District and Department policies and procedures.
11. Exercise initiative independent judgment, and discretion.
12. Understand and follow oral and written instructions.
13. Communicate clearly and concisely, both orally and in writing.
14. Communicate with and elicit information from difficult, upset, and irate patrons.
15. Maintain the mental capacity for effective interaction and communication with others.
16. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - standing, walking, or sitting for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - operating assigned equipment.
17. Ability to maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;
  - reading and writing;

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--operating assigned equipment.

**Skill in:**

1. The use of personal computers and associated software.
2. The use of automated library information systems such as III, PC Reservation software, RFID technologies and basic office equipment.
3. The use of library and basic office equipment.

**QUALIFICATIONS**

**Training and Experience:**

Master's Degree in Library Science from a college or university accredited by the American Library Association required; four (4) years of increasingly responsible professional library experience including demonstrated ability to manage integrated library automated systems such as III, PC Reservations, and RFID required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking; frequent lifting and carrying objects of moderate weight (12 - 20 pounds); occasional lifting and carrying objects of moderately heavy weight (20 - 40 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting, or standing for extended periods of time.

Tasks require color perception, visual perception, audio perception, and oral communications ability.

**Environmental Requirements:**

Tasks are performed with infrequent exposure to adverse environmental conditions.

**FLSA: EXEMPT**  
**CBA: MANAGER UNIT**  
**DEVELOPED: MAY 3, 2010**  
**REVISED: JUNE 13, 2012**  
**AUGUST 2, 2012**  
**FEBRUARY 21, 2014**