



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 09/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Access Services

JOB SUMMARY

Under the general direction of the Director of Technical and Access Services, the Access Services Manager facilitates the delivery of access services to TWU Libraries' users. This includes the daily management of Circulation, Interlibrary Loan, and Document Delivery services, along with Print and Electronic Reserves, Consortial Resource Sharing, and Stacks Maintenance operations. Work involves in-depth knowledge of circulation and interlibrary loan policies and procedures, document delivery services, and the physical management of library materials. This position provides leadership in planning, developing, and managing Access Services for the TWU Libraries and ensures that service standards are routinely met. The Access Services Manager is responsive to changing user needs and emerging technologies. This position supervises either directly or indirectly 7 Library Assistants and approximately 20 part-time student assistants. Work is performed under moderate supervision with latitude for the use of initiative and independent judgment and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of Technical and Access Services

Supervises: Coordinator, Circulation Services, Library Assistants, and Student Assistants.

ESSENTIAL DUTIES - May include, but not limited to the following:

- Establishes library access policies and procedures to support the University community in an effective and accountable manner.
- Proposes, implements, and evaluates innovative services and enhancements for Access Services in response to trends in academic libraries.
- Supervises full-time staff including recruiting, hiring, training, evaluation and other personnel issues.

- Partners with the Director of Technical and Access Services to ensure a strong customer service orientation among all Access Services staff.
- Works closely with the Director of Library Information Technology and Technical Support and other systems staff in managing departmental technology needs, systems operations, and troubleshooting for problems.
- Coordinates Access Services policies and operations with the Dallas and Houston campuses to ensure consistency among the Libraries.
- Contributes to the University and Library strategic goals.
- Collaborates with colleagues in Public Services, Technical Services, and Archives/Special Collections, enhancing opportunities to further staff communication and understanding.
- Supports training and professional development opportunities for staff that foster an environment of continuous improvement.
- Partners with libraries nationwide to efficiently secure materials needed by the TWU community and not held by the University.
- Generates, analyzes, evaluates, and assesses library data as a strategic tool to support management decisions.
- Conducts research and prepares reports as needed.
- Responsible for oversight and enhancement of the Access Services website experience;
- Develops marketing materials and proactively supports Library services to the community that describe the library's resources and services.
- Works with faculty, staff, and students to support copyright compliance and fair use instruction.
- Maintains accurate recordkeeping of Circulation and Interlibrary Loan/Document Delivery functions and costs.
- Integrates digitization and acquisition methodologies into Access Services.
- Coordinates inventory and collection shifts.
- Pursues professional growth and development activities.
- Provides appropriate training of personnel.
- Provides general building oversight and is responsible for the opening and closing of the building during times of library service.
- Responsible for establishing job performance 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

- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Additional job related experience and/or education may substitute for the required education on a year-for-year basis.

EXPERIENCE

Six years of experience in an academic library public services department with a record of progressively more responsible positions. Demonstrated commitment to delivering excellent customer service; hands-on expertise using an integrated library system, demonstrated collaborative skills, and excellent interpersonal skills. Demonstrated success in supervising and managing a diverse group of students or staff, preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

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

- Understanding of information seeking behaviors and search strategies used with standard library databases and e-resources.
- Strong leadership and management skills.
- Knowledge of copyright and fair use as it applies to libraries.
- Strong knowledge of personal computers, mobile devices, and general computer software.
- Ability to actively collaborate with colleagues in the Library, campus community, and outside professional network.
- Strong customer service skills and the commitment to serve students, faculty, and staff.
- Excellent interpersonal, written, and oral communication skills.
- Creativity and strong analytical and problem-solving skills.
- Proven record of change management, innovation, and commitment to staff development.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to manage multiple projects in a dynamic work environment.
- Knowledge of broad trends and issues in access services and related technologies.
- Ability to assess ways to improve and expand services and procedures.
- Ability to quickly learn and apply new skills.
- Ability to work creatively, collaboratively, and effectively both as a team member and independently, promoting teamwork among colleagues.
- Ability to follow details and standards.
- Ability to represent the department and the University in a friendly, courteous, and professional manner.
- Ability to work in a rapidly changing environment.
- Ability to use a personal computer and other office equipment, including university related software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. The employee must have the ability to occasionally lift and/or move up to 35 pounds.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

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.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

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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, gender, sex, sexual orientation, 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.