



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA
Date created or revised: 9/8/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Assistant Director of Access Services, Adams Library
Status: Full-time, Continuous (35 hours per week); May require occasional evenings & weekends
Grade: 12
Union Affiliation: PSA @Rhode Island College (Professional Staff Association)
Reports to: Director, James P. Adams Library
Supervises: PSA library supervisors, Council-94 support staff, Student workers

PRIMARY PURPOSE:

The Assistant Director of Access Services is responsible for providing excellent service and the efficient operation of all access services functions, including oversight of circulation, course reserves, interlibrary loan services, stacks management, and building access. With an emphasis on ensuring inclusive, accessible, quality user services, the Assistant Director monitors trends and recommends emerging technologies for resource sharing, circulation, and facilities management. Maintains online user guides and implements software updates. Trains and supervises all employees in the Access Services Department. Oversees all aspects of billing for overdue materials, including reconciling bills. Collects and maintains statistical data related to the use of the building and circulation and resource sharing activities. Maintains and develops administration of policies, procedures, and processes for the department.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Manages Access Services systems and staff for circulation, course reserves, interlibrary loan delivery, technology lending and stack maintenance.
- Collaborates with Access Services staff and Library Director to update policies, procedures, guidelines and practices, and resolve problems related to access services.
- Monitors and evaluate trends and developments relevant to academic libraries, particularly in the areas of access services – circulation, reserves, interlibrary loan and stack management – to develop, implement, and evaluate assessment programs for continuous improvement of access services.
- Collects and reports statistical data related to collection use, service desk transaction, building use, and Interlibrary Loan use.
- Oversees overdue fines and billing processes for access services, and collaborates with Acquisitions staff to determine if item should be purchased or deleted from catalog.
- Develops and fosters a positive, pleasant, user-focused customer service attitude in all department staff.
- Maintains operations of service desks for Access Services by scheduling and supervising departmental staff and student workers.
- Provides guidance, direction, and coaching to departmental staff and student workers to meet goals and develop timelines.
- Conducts performance evaluations for professional staff and student workers.
- Serves as a decision-maker in emergency situations and oversees the Library's internal procedures and protocol for all emergency situations.

- Oversees the content of the Access Services Department's web page on the Library's website.
- Serves as the Rhode Island College representative for Access Services in the HELIN Consortium.
- Manages all aspects of Library-wide student employment.
- Participates in library, college and professional committees, membership in professional organizations, and professional development activities as appropriate.

Occasional Job Functions:

- May be required to work outside of normal schedule and on call for emergencies over weekends and evenings.
- Provide backup coverage on the Borrowing Services Desk and the Reference Desk.
- Perform other duties and responsibilities as assigned by the Director of the Adams Library.

REQUIRED QUALIFICATION STANDARDS:

Education:

Master's degree in Library Science from an ALA-accredited program.

Experience:

- Minimum of three years of recent experience in access services in an academic, research, or public library or comparable setting, including supervision of staff, assessment of services and operations, and developing policies, procedures and workflows.
- Experience implementing the application of new technologies.
- Experience with integrated library systems.

Skills, Knowledge and Abilities:

- Excellent interpersonal skills, including the ability to communicate effectively and professionally with a diverse constituency.
- Excellent organizational skills.
- Demonstrated ability to lead and supervise staff effectively, including hiring, onboarding, training, determining workloads, delegating responsibilities, providing direction, coaching, mentoring, and monitoring and evaluating job performance.
- Demonstrated skills in planning, managing, and evaluating in a complex and fluid environment.
- Demonstrated commitment to customer service.
- Demonstrated knowledge of integrated library systems.
- Ability to learn and deploy new technologies associated with use of integrated library system.
- Knowledge of current issues and trends in all areas of access services.
- Knowledge of copyright and its impact on interlibrary loan and course reserves.
- Experience with Microsoft Office Suite.

PREFERRED:

- Experience in academic libraries.
- Experience using OCLC WorldShare Management System (WMS).
- Experience in a consortium environment.
- Experience using SpringShare software.

- Experience participating in collecting, analyzing, and reporting data to external agencies such as IPEDS and ACRL.
- Experience in providing reference service using multiple modalities.
- Bilingual in English / Spanish (fluent in speaking and writing).

ENVIRONMENTAL CONDITIONS:

- The employee is not exposed to known adverse environmental conditions.
- Requires frequent standing and walking; occasionally required to lift, carry and push up to 25 lbs., stoop, kneel, reach high and low.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution which values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.