Access Services Coordinator

(Job #17-65) Access Services Coordinator, Library Services Specialist IV (LSS IV), $3,571.00-$6,184.00/mo.

Appointments are normally made at the beginning of the salary range. This is a full time, benefited, 12-month position with a one-year probationary period in the University Library.

Position Summary: The Access Services Coordinator provides oversight of library operations and enhances services to students and faculty. This position coordinates Access Services Student Assistants’ activities, Public Services Counter/Checkout Desk and Collection Maintenance operations, and collaborates with other services in the library. This position opens the library Tuesday - Saturday during the semester.

Duties: This position is responsible for:

- Coordinating Student Assistants and activities, Checkout Desk operations, and individual responsibilities, including:
- Responsible for overseeing operations of Access Services and library, including non-library services located in the building, during evening/weekend shifts.
- Provides lead work direction to other library and clerical staff, including coordinates Access Services workflow and daily Checkout Desk schedule with Library Staff and Student Assistants.
- Provides expert and outstanding customer service to all patrons, including high-level problem resolution and service recovery.
- Interviews, hires, monitors, directs, evaluates, schedules and trains Student Assistants for the Access Services Unit. Including, assigns, monitors, and manages student assistant special projects.
- Supervises volunteers and internships working with Access Services.
- Coordinates Events, Reserves, and Collection Maintenance operations and responsibilities, including:
  - Coordinates event support and activities by managing space scheduling, monitor library space for event set up or reset, and collaborating with Library Administration, Instruction, Research, Outreach & Programming, and Marketing Team to ensure effective management of multiple event spaces at HSU Library.
  - Responsible for coordinating and managing the efficient operation of reserve activities; marketing, ensuring staff and students are trained and engaged in the processing reserves. Including working with ATI on the Optical Character Recognition of readings as needed.
  - Working closely with Library Service & Stacks Coordinator, and the Library Services Evening Coordinator, coordinates shelving activities for library collections, and coordinates shifting, shelf-reading, labeling, and signage projects. Utilizes knowledge of all Collection Maintenance procedures to coordinate inventory projects.
  - Updates and maintains stack maintenance procedural manual.
- General Access Services Unit Responsibilities, including: Opening Library on weekdays and weekends, Tuesday - Saturday (Tuesday - Friday: 7:15am - 4:15pm, Saturday: 10:45am – 7:45pm,) when class is in session. During intersessions work schedule may change to Monday-Friday 7:45am-4:45pm. May be asked to open or close on occasion, and work extended hours during finals.
- General Departmental and Library Responsibilities, including:
  - Participates in Unit, Department and Library meetings.
  - Acts as backup staff member in emergency staffing situations during evenings, weekends, and holidays in Access Services.

Minimum Qualifications: The required minimum qualifications for entry into the Library Services Specialist classification are completion of a high school education or equivalent certification plus two to three years of related library and/or clerical experience or an equivalent combination of experience and education. Five years of library-related experience preferred; Bachelor’s degree preferred.

Knowledge, Abilities & Skill: Experience related to the job duties listed above, including a strong customer service experience, comprehensive knowledge of access services (Circulation, copyright for reserves, Inter-Library
Loan, Reserves, storage) policies, procedures, and practices, collection and shelving maintenance methods and practices, and library and university policies; ability to work with the public in a constructive and positive way; ability to communicate effectively with diverse populations; ability to direct and instruct co-workers, and to plan and organize the work of others; ability to write clearly and precisely.

Ability to work independently within the framework of established Library procedures; work accurately with attention to detail; use discretion in applying rules, regulations, and procedures; communicate effectively with University faculty, staff, users, and vendors both orally and in writing; work cooperatively with other Library faculty, staff, and users in a cordial manner; learn to operate the appropriate modules of an integrated Library system such as Alma, Voyager, etc. Ability to gather and analyze data to participate in long range planning for collection maintenance, event and space design, and shifting projects. Ability to quickly learn and apply policies and procedures related to assigned functional work area. Ability to use standard office software and technology, including library and Digital Media Lab software and technologies. Ability to delegate work, and to work with constant interruptions, to remain calm under pressure, and to handle a variety of responsibilities simultaneously. Ability to work accurately with attention to detail. Ability to work within a diverse environment and be service-oriented in working with patrons and other library staff, including the ability to establish and maintain cooperative working relationships within and outside the library.

General Information: For more information visit: http://library.humboldt.edu/

Campus
Humboldt State University (HSU), located in Arcata, California, 275 miles north of San Francisco, is a proud member of the public California State University (CSU) system with a strong history of acting on its ideals of social justice and environmental responsibility. HSU has been ranked as a top Western university (U.S. News & World Report) and a “Best in the West" college (Princeton Review). HSU has also been recognized as a Green College, and in 2016 won a national “Outdoor Nation” challenge. It is also a Military-Friendly, Vegan-Friendly, and LGBT-Friendly institution. HSU hosts nationally recognized performers, speakers, and art exhibitions and is a regional center for the arts. HSU students enjoy a rich campus life through more than 180 campus clubs, access to a state-of-the-art recreational facility, and 12 NCAA Division II athletic teams.

HSU is committed to diversity in all forms; it has recently been designated a Hispanic-Serving Institution, is located amongst the largest population of American Indians in the state, and maintains strong relationships with the twelve federally recognized tribes in its service area.

HSU’s hometown of Arcata has a population of more than 17,000 and is known for its vibrant and welcoming community. Local elementary and secondary schools are ranked as high performers statewide and nationally.

Library
HSU Library promotes teaching, learning, research, and scholarship by integrating information resources with innovative programs and services. HSU Library is committed to empowering community, lifelong learning, research and scholarship, connecting people and ideas to inspire learning through curiosity and creativity.
Application Procedure: Please note that Humboldt State University now requires application materials to be submitted electronically. If assistance is needed, the Human Resources & Academic Personnel Services office (located in Siemens Hall room 212) has a computer station available and our front office team would be happy to assist you. Qualified applicants should submit electronically the following materials:

- Letter of Interest;
- HSU Employment Application;
- Resume or Curriculum Vitae;
- Contact information for at least three professional references

Submission of the application materials should be sent as email attachments to careers@humboldt.edu.

Please include your last name and the job # (17-65) in the subject line of the email.

Application Deadline: This position is open until filled. The first review of applications will be Wednesday, August 2, 2017.

HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.