

THE
CATHOLIC UNIVERSITY
of AMERICA



Position Description

POSITION TITLE: Access Services Technician		DATE OF LAST REVISION: August 8, 2019
TITLE OF IMMEDIATE SUPERVISOR: Head of Access Services		DIVISION/SCHOOL: University Libraries
POSITION NUMBER: 917604	SALARY LEVEL: AS 3	DEPARTMENT: Access Services
POSITION STATUS: <input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/> Exempt	HOURS: <input checked="" type="checkbox"/> FT, 35hrs/wk <input type="checkbox"/> PT	SUPERVISES OTHERS: Yes (student employees)

I. Function of Department

State briefly, in one or two sentences, the primary function of the department and how it contributes to the mission of university:

Access Services facilitates physical and electronic access to research materials and information resources and coordinates borrowing and lending services through circulation, interlibrary loan, document delivery, consortium loan, electronic and print reserves, stacks management, and related programs. Access Services provides for and supports the electronic services, publications, and training activities of the libraries, and with Reference & Instructional Services serves the user community as a part of Public Services.

II. Position Summary

State briefly, in one or two sentences, the primary function and purpose of the position:

The Access Services Technician has primary responsibility for managing physical (print) course reserves in Access Services. The incumbent also supports the consortium loan operation; resource sharing; and assists in circulation activities. This position has primary responsibility for the library stacks and the student workers assigned to the stacks. On weekends, the incumbent is responsible for opening Mullen Library and for overseeing staff and services at both the Welcome Desk and the Circulation Desk.

III. Principal Responsibilities

Using action verbs, list and describe the position's principal responsibilities in concise, comprehensive statements. Indicate the importance of each responsibility using a scale of 1 through 5, 1 being the most important and 5 being the least important. You may rate more than one responsibility with the same number. If more space is needed, please make a copy of this page, continue listing the principal responsibilities, and attach it.

RESPONSIBILITY		IMPORTANCE (1, 2, 3, 4 or 5)
1.	Processes all physical (print) reserve requests, within 48 hours of receipt. At the end of each semester, reviews and discards all outdated requests forms and corresponding material and returns all material to appropriate instructors. Provides immediate follow- up to all patron concerns	1
2.	Participates in the hiring and training of student workers and supervises the students assigned to the stacks; ensures that training is successful and that policies and procedures are followed by all stacks employees.	1
3.	Has responsibility to oversee and document course reserves services: <ul style="list-style-type: none"> ● Collects and reports reserve statistics to Head of Access Services ● Records / updates reserves policies, procedures, and forms in the Reserves Manual, so colleagues can provide reserves services in the incumbent's absence ● Initiates solutions to improve reserve services workflow and customer service 	1
4.	On weekends, opens the Mullen Library and serves as supervisor of activities and staff at the Welcome and Circulation Desks.	1
5.	On weekdays, opens and closes the stacks and the library on an as-needed basis with other full-time Access Services staff; able to work a flexible schedule seven days/week.	2
6.	As needed, assists colleagues with other Access Services processes including circulation, resource sharing, book searches, consortium loan services (CLS), and shelving.	2
7.	Perform other duties as assigned	3

IV. Scope

A. Leadership and Level of Supervisory Control:

Check one most descriptive statement.

- 1) “Work/Project Leader”: Answers general questions and provides assistance; maintains assignment completion schedules; performs the same tasks as others in work unit.
- 2) “Team Leader”: Advises and directs work teams; answers complex questions functioning as an expert resource; maintains assignment completion schedules. Performs the same and higher level tasks as team.
- 3) Supervisor: Participates in the selection process of new employees; assists with performance appraisals; disciplinary problems are referred to a higher level. Performs similar and higher level tasks as subordinates.
- 4) Supervisor: Responsible for hire/fire decisions with VP concurrence; performance appraisals; departmental employee training and development; handles disciplinary problems in conjunction with HR. **This person will be evaluated on these decisions.**
- 5) Supervisor: responsible for multiple units or areas, each with supervisors who have hire/fire authority with concurrence of VP.
- 6) Not applicable to this position.

B. Complexity of Work:

Check the one most descriptive statement.

- 1) Routine: Primarily deals in one singularly directed and defined functional area. Awareness of related areas is not critical.
- 2) Semi-complex: Requires some integration of different but relatively similar bodies of knowledge and/or functions. Requires minor analytic interpretation.
- 3) Complex: Functions differ significantly from each other or a major function is broad and requires integration of differing complicated bodies of knowledge. Analytical ability is clearly required.
- 4) Very complex: Involves complicated bodies of knowledge/functions that differ substantially from each other.

C. Independent Judgment and Decision-Making:

Check the one most descriptive statement.

- 1) Close supervision: Detailed instruction given; close and complete review of work.
- 2) General supervision: Proceeds on regular tasks, referring questionable situations to supervisor.
- 3) Very general supervision: Resolves most questions, accomplishes most tasks without guidance.
- 4) Little guidance: Performs complex functions, establishes priorities, resolves issues, rarely refers to supervisor for help with work.
- 5) Plans, develops, and implements functions/projects for functional unit(s) or team(s).
- 6) Creates policies and procedures; decision-making impacts entire organization.

D. Impact:

Describe who/what could be positively or negatively affected by work done in this position; potential impact of error to others; ability to impact CUA's accomplishment of strategic goals.

Students, faculty, and staff would be affected. This position is responsible for working with faculty to place items on course reserves, assisting students to obtain items on reserve at the library, and communicating with staff in regards to reserves policies and procedures.

E. Fiscal Responsibility:

Indicate financial/budget or university resource management and/or stewardship responsibilities required by the incumbent in this position.

Assists with the management of patron fine and fee collection.

F. Personal Contacts and Communications:

List personal contacts or level of contacts required by this position and the nature of contact.

Regular in-person and electronic contact with university, consortium, and other library students, faculty, administration, and staff, and the general public.

G. Confidential Data:

List all types of confidential data to which this position has access.

Circulation records. Financial data. Personnel records. Computer codes, passwords, and restricted databases.

V. Minimum Qualifications

A. Formal Education:

- High School or G.E.D.
- Associate's Degree
- Bachelor's Degree
- Master's Degree
- Doctoral
- Other:
Degree Program (*list*):

B. Practical Experience:

(Years needed and type required):

One year of library or customer services experience.

C. Technical Qualifications or Specialized Certification:

Knowledge of library functions and organization.

Knowledge of Library of Congress classification system.

D. Other Knowledge, Skills and Abilities Needed:

Skill in using common computer applications (word processing software, spreadsheets, etc.).

Skill in the use of a library management system desirable.

Skill in supervision.

Skill in communicating effectively with faculty, students, staff, and the public, and a strong customer service attitude.

Ability to collaborate with and motivate staff.

Ability to search online library catalog for bibliographic information.

Ability to pay attention to detail.

Ability to work quickly and accurately under pressure.

Ability to plan, organize, and manage.

Ability to accommodate flexible scheduling seven days a week.

VI. Working Conditions

Must be supportive of the mission and vision of The Catholic University of America. CUA was founded in the name of the Catholic Church and maintains a unique relationship with it. The University's operations, policies, and activities reflect this foundation and relationship and are conducted in accordance with its stated mission.

Regardless of their religious affiliation or denominational affiliation, all employees are expected to conduct and support the University's mission in the fulfillment of their responsibilities and obligations appropriate to their appointment.

CUA is a smoke, alcohol, and drug free workplace.

VII. Physical Demands

Please check all physical demands required by the position's ESSENTIAL FUNCTIONS ONLY. If the position's essential functions require a physical demand that is not listed, please specify in the space marked "Other".

- 1) Standing
- 2) Stooping
- 3) Light lifting (*occasional lifting of 25 lbs or less*)
- 4) Heavy lifting (*frequent lifting of 25 lbs or more*)
- 5) Manual Dexterity
- 6) Other (*specify*): Mobility. Ability to perform physical work requiring sitting or standing for extended periods of time, walking, kneeling, stooping, bending, and lifting. Ability to use standard office machines and provide essential functions. Ability to lift and carry items up to 30 lbs.

VIII. Training Requirements

Please check all mandatory training requirements for this position. Please denote whether this training covers an essential job function or non-essential job function. Please indicate frequency with which this training must occur.

Advanced FERPA Awareness Training

Essential job function – incumbent must complete an online training tutorial. Training is administered through the Office of Human Resources on the first day of hire. Re-training is required every two (2) years.

Library Databases Training

Essential job function – incumbent must successfully complete any and all initial and ongoing training for all library systems related to the position as dictated by departmental needs. Training must be completed to the satisfaction of supervisor manager.

XI. Signature

Supervisor and employee have reviewed and discussed the position description.

Supervisor Name (Print): _____

Supervisor Signature: _____ Date: _____

Employee Name (Print): _____

Employee Signature: _____ Date: _____