



## METROPOLITAN LIBRARY SYSTEM

### Job Description

**Job Title:** Access Specialist  
**Reports To:** Access Manager  
**Division:** Guest Services

**Position Code:** 1006(FT)/1007(PT)-104  
**Classification:** Non-exempt  
**Date:** 03/2024

#### **JOB SUMMARY:**

Under the direction of the Access Manager, the Access Specialist assists members by issuing and receiving library materials, locating books and other materials, managing members' library accounts, issuing library cards, providing information about library accounts and services, assisting with self-service equipment and technology, and assisting with basic collection maintenance.

#### **ESSENTIAL JOB FUNCTIONS:**

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- Executes short and long-term objectives within the context of the Library's strategic and tactical plans.
- Champions the Library's strategic goals and initiatives with the system's mission, vision and core values in mind.
- Performs the full range of circulation tasks and procedures using an automated circulation system.
- Issues library materials and discharges returned materials; accepts fines on overdue materials and payments for lost or damaged materials; makes change.
- Provides directional assistance, information about library programs, services, other departments, policies and procedures.
- Issues new library accounts and replaces library cards as necessary.
- Processes system reserve requests; places holds; processes interlibrary loan books; processes tracer lists.
- Empties book drop; receives, opens and checks materials for damage.
- Sorts and routes materials to their appropriate location.
- Ensures that the location is well-ordered, appealing and inviting, including straightening and edging; performs light housekeeping duties.
- Sorts and shelves books and other materials, including shelf reading for accuracy, and shifting for balancing.
- Performs shelf-checks for other libraries; routes materials to other libraries.
- Maintains library displays and merchandises materials to showcase collection; collaborates with Engagement staff to plan and create displays.
- Performs collection maintenance, using standard lists as defined by the Collection Development Department.
- Weeds materials for condition, age, superseded editions, and duplicates; processes missing and damaged items.
- Assists members with self-service equipment and technology.
- Provides and promotes information regarding library services, programs, policies, and procedures.
- Interprets member needs and connects them with appropriate resources.
- Gathers and reports statistical data.
- Schedules meeting rooms, arranges meeting room furniture and sets up equipment.
- Manages money at the location, including balancing and reconciling cash drawers, preparing and posting daily deposits and sending them to the Business office, completing reports, etc.
- May assist in creating/editing/curating content for the web in the form of blog posts, bibliographies, etc.
- Submits supply requests to appropriate offices and maintains sufficient levels of supplies.
- Assists with opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- Participates in staff meetings, engages in committee/teamwork and completes training as necessary/required.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library members' records and the code of professional ethics.
- Performs additional duties as assigned.

**FREQUENCY OF TRAVEL REQUIREMENTS:**

- Occasional travel to other library locations.

**INTERACTION:**

- Interaction with all levels of staff and the public.

**MATERIAL AND EQUIPMENT USED:**

- Computer(s)/Printer(s)
- General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

- High School diploma or GED; and
- One or more years of customer service experience.

**Licenses and Certifications:**

- None

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- Experience with an automated circulation system.
- Strong desire to work with and help people.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Fundamental library principles, methods, materials, and practices.
- Library resources and collections.
- Dewey decimal classification system.
- General office procedures, policies and practices.
- Basic hardware and software applications.

**Skill in:**

- Understanding and following oral and written instructions.
- Communicating clearly and effectively, both orally and in writing.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Filing alphabetically, numerically, using good spelling, and performing basic math computations.
- Interpersonal skills necessary to effectively interact with internal and external customers to give and extricate information in a courteous and friendly manner.

**Mental and Physical Abilities:**

- Ability to effectively listen and problem solve.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- While performing the essential functions of this job the employee is frequently required to move from place to place, use hands to finger, reach with hands and arms, handle or feel, speak and hear and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, crawl, kneel and lift and/or move up to 50 pounds.

**SUPERVISORY RESPONSIBILITY:**

- This position has no supervisory responsibilities.

**WORK ENVIRONMENT:**

- Works in a library setting with little physical discomforts associated with changes in weather. The noise level in the work environment is quiet to moderate. Requires face to face interaction with other staff and the public daily.
- Schedule will include evenings and weekends.

**SUMMARY STATEMENT:**

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.