This is a description of a Wichita State University Staff Position. It is not an announcement of a position opening. To view descriptions of current openings, please go to WSU Jobs and Search Postings to view positions that are currently accepting applications.

The following statements are intended to describe, in broad terms, the general functions and responsibility levels characteristic of positions assigned to this classification. They should not be viewed as an exhaustive list of the specific duties and prerequisites applicable to individual positions that have been so classified.

Wichita State University

Access Services Manager (6011N)

Job Description

GENERAL DESCRIPTION OF POSITION
Supervises the operations of five areas of public service, including Circulation, Reserve, Interlibrary Loan, Stacks, and one branch, for University Libraries. This work includes directing the coordination, education and delegation of responsibilities to staff members, as well as to assess, research, evaluate and report new developments in academic libraries as they pertain to the university’s service mission and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Plans, organizes, maintains and manages the processes and operations of the Access Services division including circulation, interlibrary loan, film booking, equipment checkout, reserves, security, and facilities maintenance. Manages the activities of the assigned division (e.g. planning, implementing, administering, and evaluating projects and services impacting Library operations district wide).

2. Develops, recommends and administers policies, procedures and processes in support of the Library Access Services division operations in collaboration with managers of multiple divisions; implements and monitors compliance with approved policies, procedures and processes.

3. Supervises academic professionals, paraprofessionals, technical/support, and/or classified staff, as needed. Hires, evaluates, trains, disciplines and recommends dismissal of staff as necessary.
4. Monitors the budget for staff and supplies/equipment expenditures. Plans, prioritizes and recommends supplies and equipment.

5. Responsible for check out procedures and maintaining the integrity of the collection and ensuring accurate records.

6. Acts as final arbitrator for individual patron complaints or concerns regarding access services.

7. Coordinates problem resolution for all facility-related issues.

8. Participates in long-range planning, working in collaboration with management, library staff, and others to develop strategic plans supporting library access services.

9. Evaluates new technology and products and makes appropriate recommendations for purchase and implementation. Provides project management for applicable technology deployments.

10. Collects and analyzes a variety of complex data and information. Performs statistical analysis and summarizes findings in applicable reports, surveys and other communication mediums.

11. Participates in a variety of meetings, committees, consortia and/or other related groups to communicate information regarding services, information resources, continuing education opportunities, and/or other pertinent information as appropriate.

12. Serves as liaison with other departments and students within the College in order to provide information on available resources, programs and/or services.

Perform any other related duties as required or assigned.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE
Bachelor’s degree in Library Science from an accredited institution. Relevant experience may substitute for the degree requirement on a year-for year basis. Master’s degree in Library Science preferred. Three years of progressively responsible experience related to areas of assignment, including one year of lead or supervisory experience.

ADDITIONAL SKILLS
Intermediate: Ability to cultivate and sustain relationships with diverse audiences. Ability to organize and prioritize work. Ability to think critically and use independent judgment. Ability to work on multiple tasks simultaneously and pay attention to detail. Strong written and verbal communication skills.
PHYSICAL ACTIVITIES
Sit at a desk and use hand, wrist and finger movements to operate a computer regularly. Talk and listen to students, faculty, staff and the public on a regular basis. Lift and carry supplies and equipment weighing up to 15 lbs.

ENVIRONMENTAL CONDITIONS
Work is generally performed in a standard office environment with frequent interruptions and irregularities in the work schedule. Learned physical skill is required to perform automated Access function.