SAINT MARY'S COLLEGE OF CALIFORNIA
invites applications for the position of:

Access Services Manager

SALARY: Depends on Qualifications

OPENING DATE: 03/12/18

CLOSING DATE: 04/13/18 11:59 PM

BACKGROUND:
Founded in 1863, Saint Mary's is a residential campus nestled 20 miles east of San Francisco in the picturesque Moraga Valley. Based in the Catholic, Lasallian and Liberal Arts traditions, Saint Mary's currently enrolls more than 4,000 students from diverse backgrounds in undergraduate and graduate programs. The De La Salle Christian Brothers, the largest teaching order of the Roman Catholic Church, guide the spiritual and academic character of the College.

As a comprehensive and independent institution, Saint Mary's offers undergraduate and graduate programs integrating liberal and professional education. Saint Mary's reputation for excellence, innovation, and responsiveness in education stems from its vibrant heritage as a Catholic, Lasallian and Liberal Arts institution. An outstanding, committed faculty and staff that value shared inquiry, integrative learning, and student interaction bring these traditions to life in the 21st century. The College is committed to the educational benefits of diversity.

RESPONSIBILITIES:
This new position will have two equally important roles, providing customer service to the SMC community at the service desk and managing multiple systems that support the Access Services department. This is an excellent opportunity to work in a dynamic library environment and to gain pre-professional experience in integrated library systems and Access Services.

This position reports to the Head of Access Services; the Access Services Manager supervises all service desk staff and manages department systems. The incumbent is responsible for directly supervising, training and overseeing the work of all service desk staff and students. The Access Services Manager creates, coordinates, implements and evaluates service desk operations ensuring patron access to information. Collaborating with the department's supervisors, the Access Services Manager will serve as a backup for all accesses services units. Working with the Access Services team, the incumbent will support day to day operations in the areas of Course Reserves, Interlibrary loan/Illiad, Link+, D!bs room reservation system, facility maintenance, stack maintenance, and billing.

The position is critical to providing excellent service and timely access to a wide range of information resources. The incumbent will also manage and provide statistical reporting for multiple systems that support Access Services ILS functions and Web resources in coordination with system vendors, e.g. Salli, Illiad, D!bs and Docutek products. The Access Services Manager also assists with the coordination of the Library's Displays and Exhibits, library-related events, and perform other duties as assigned.

Days/Time of work: Tuesday - Saturday 10 am - 7 pm

1. Access Services Manager

A. Management

Responsible for the managing the Access Services team who manage the Library Service Desk, Course Reserves, Stack and Building Maintenance, and ILL/Document Delivery create the first-- and, often the last--impressions that students, faculty, staff, and administration have of the Library. Through unit supervisors, ensures that the Library is open and staffed seven days a week, that a complex array of services are both staffed and responsive to user needs, and that all the staff working within Access Services are thoroughly trained in the myriad of technical systems they use, in Library policies and procedures, and, as appropriate, in campus policies and procedures. Keeps abreast of national developments in the field, ensures SMC Library follows best practices, assesses user needs and service demands and engages in thoughtful, planned change to ensure we continue to be responsive, efficient and service-oriented in meeting the needs of our user communities. Serves as backup for all units within Access Services.

B. Supervision

Directly supervises and manages four full-time, two part-time paraprofessionals, and indirectly supervises more than 15 students (~10FTE). Is responsible, either directly or indirectly for hiring, training, supervising, mentoring, and evaluating the Access Services staff.

In consultation with the Access Services team ensures that adequate levels of staffing are maintained to provide excellent service all the hours the library is open, including semester breaks and summers. Models and monitors customer service and works to maintain a consistently accurate and high-quality service.

2. Access Services Systems Coordinator

1. Technical and Systems Management

A significant part of the job responsibilities in Access Services is managing a suite of software systems that must integrate with diverse vendors/companies (e.g. Sierra, Salli, Illiad, D!bs and Docutek products)

and the campus' administrative systems (Colleague). Works collaboratively with the Library, SMC Information Technology Services team, Cataloging and Collection Development teams to create an efficient and sustainable service delivery. Works with the Office of the Registrar, Human Resources, and ITS staff who maintain student and employee records to ensure timely, accurate and successful data sharing.Manages multiple systems that support library functions and Web resources in coordination with system vendors, e.g Innovative, Demco, Sirsidynix, and Illiad.

2. Access Statistics Management

Collects and analyzes statistics; prepares reports relating to circulation operations.Runs, maintains and prepares progress reports and submits reports as requested and required. Responds to inquiries from librarians for subject-specific usage statistical information. Collaborates with the access service team to compile the Access Services statistics for the annual report.

Provides statistical reporting and recommendation of development on library systems matters, e.g. Link+, Access Services statistics, docutek and D!bs.Works closely with the Core Systems Team to support the circulation module of the Integrated Library System (ILS). Updates configurations in the ILS as needed, including library hours and yearly purging of old records. Advises Head of Access Services on the purchase of software and hardware used in support of

the Saint Mary's College of California's Library Service Desk.

3. Billing

Co-manage all aspects of library billing. Coordinate and communicates with SMC patrons about all fines, fees, and blocks on their accounts and collaborates with the Access Services Team managing and promoting the "food for fines" program

4. Display and Exhibit Coordinator

Manage and maintain the libraries display and exhibit spaces. Coordinating with SMC student, staff, and faculty on conceptualizing and installing exciting and interactive displays for the Library entrance and second floor.

5. **Other Duties as Assigned** Other Duties as Assigned. Examples include: Serving as a web publisher using the software Contribute/Drupel, maintaining the service pages located on the library's website, creating informational flyers through infographic online software and providing patrons with accurate and up-to-date information regarding the services of the Access Services Department. Organize and supervise special student and staff projects involving collection maintenance/inventory, exhibits, informational meetings, and team-building events. Participate in continuing educational training opportunities and staff development as appropriate to job responsibilities and to stay current with emerging trends.

EXPERIENCE AND QUALIFICATIONS:
QUALIFICATIONS:

Education: **Required**:   BA or Equivalent experience

Experience: (years required and applicable field of experience) Required: 3-5 years working in a library setting. Experience in an academic and/or research library and experience working with Sierra, Link+, ILLiad, or RAPID ILL Preferred.

Skills/Abilities: (e.g. computer skills, written & verbal skills, trades, laws, procedures, technical)) Minimum 3-5 years direct/related experience that provides an understanding of library or service functions. Strong commitment to and ability to deliver, high-quality customer service. Solid experience with standard computer software such as MS Word, Excel, e-mail and calendar software, familiarity with library ILS Sierra, Illiad and ability to learn and master new software, systems, and technology. Experience working with automated library systems. Strong interpersonal and communication skills, both verbal and written. Demonstrated organizational skills including the ability to manage competing priorities and work under pressure. Demonstrated initiative, flexibility, and ability to tolerate ambiguity and to work and learn in a rapidly changing environment. Ability to work collaboratively and to interact effectively with a diverse group of people. Ability to identify problems and carry out solutions independently or in collaboration with others.

Licenses & Certificates (e.g. CPA, RN, etc.): **REQUIRED**:
PREFERRED: 2-year Certificate in a library and information technology (LIT) program.

Other requirements: (e.g. travel, weekend/evening work) Occasional early morning and late evening and hours do change for extended hours for prefinals and finals and intersession.

SUPPLEMENTAL INFORMATION:

Application Instructions: Please apply online at http://jobs.stmarys-ca.edu
Include a cover letter that specifically addresses how you meet the qualifications and **are prepared to support the mission of the College**

1. A resume
2. The name and contact information for three (3) professional references.
3. In applying for a position, candidates sign a consent authorizing a broader inquiry which may include reference checks, a motor vehicle check, and a third party background check.

Saint Mary's is an equal employment opportunity employer. We support inclusive excellence and are committed to creating a safe and welcoming community for all.

College policy prohibits discrimination based on race, color, religion, national origin, ancestry, age, gender, sexual orientation, marital status, medical condition, physical or mental disability, gender stereotyping, and gender identity, taking a protected leave (e.g. family medical or pregnancy leave), or on any other basis protected by applicable laws.

Saint Mary's College annually collects information about campus crimes and other reportable incidents in accordance with the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. To view the Saint Mary's College Report, please go to the Public Safety website at http://www.stmarys-ca.edu/public-safety/annual-security-and-fire-safety-report-0. To request a paper copy please call Public Safety at (925) 631-4284. The report includes the type of crime, venue, and number of occurrences.

APPLICATIONS MAY BE FILED ONLINE AT: http://jobs.stmarys-ca.edu 1928 Saint Mary's Road Moraga, CA 94556 925-631-8295 hr@stmarys-ca.edu	Position #2015-1601740 ACCESS SERVICES MANAGER JG