

## POSITION DESCRIPTION SUMMARY

<b>Job Title:</b>	Coordinator, Access Services
<b>Department:</b>	Cowles Library, Access Services Unit
<b>Reports To:</b>	Dean, Cowles Library
<b>Classification:</b>	Library Faculty, Exempt
<b>Supervises:</b>	Reference Librarian (2 part-time) , Exempt Staff (1), Student Assistants

**General Summary:** Responsible for the oversight and management of aspects of Public Services including Reference Services, Federal Depository Library services, special permission privileges, Interlibrary Loan, and Reserve. Accountable for service quality, scheduling, resources, innovation and creative use of available technology in support of Reference Service operations. Participates in classroom and individualized instruction.

### Essential Functions:

- Manages, coordinates and provides leadership in the area of reference services
- Communicates and collaborates with faculty and student groups to promote student learning and use of information resources
- Teaches at least one for-credit course per year.
- Supervises the maintenance and organization of the State and Federal Depository collection.
- Provides leadership and assistance in developing and documenting internal workflows, policies and procedures for Interlibrary Loan and Reserve
- Keeps abreast of trends in the reference, interlibrary loan and government resource environments
- Responsible for assisting faculty and students with using reference services, government publications and interlibrary loan
- Participates in outreach to community and school groups needing Cowles Library resources
- Communicates positively and effectively with unit management and unit colleagues, as well as with university contacts, in maintaining a focused, customer service orientation
- Directs the development and selection of collection resources (print and digital) in the following area(s): Mathematics, Physics and World Languages; advances and promotes access, availability and awareness of material through subject portals and other awareness services
- Serves as Library Faculty Liaison to assigned academic department(s); maintains awareness of academic department activities and needs; communicates and promotes library resources, services to the department

### Additional Duties:

- Serves on library and university committees
- Participates in the ongoing evolution of the library's strategic plan, annual program planning, and budget development
- Participates in preparing departmental budget requests, as well as management and statistical reports
- Participates in appropriate library public service activities within the university and the community
- Assists with library instruction as appropriate (e.g., Library FYS sessions)

### Principal Working Relationships:

- Supervises the Document Delivery/Interlibrary Loan Associate in the planning and operating of the library's interlibrary loan program

- Supervises the Adjunct Reference Librarians and coordinates the reference service of participating librarians
- Works with other Cowles faculty and staff members on committees and cross-functional teams and working groups
- Works with Drake faculty, staff, and students on University-wide committees and/or state-wide collaborations

**Knowledge, Skills  
And Abilities:**

- Demonstrated working knowledge of current issues in reference librarianship and the federal depository library program
- Ability to plan, organize, motivate, and promote
- Appreciation for user needs and services, with public relations skills
- Effective supervisory management techniques
- Demonstrated leadership qualities and problem-solving skills
- Ability to work in an organization that is evolving, team-oriented, and focused on service enhancements and outcomes
- Ability to effectively express self orally and in written communications
- Ability to plan, organize and teach classes at the university level.

**Qualifications:**

- Master's degree in Librarianship from an ALA accredited library school
- Three years of academic library public services experience
- Demonstration of knowledge of reference standards and of their application in an academic library setting
- Demonstration of experience with outreach and/or communications techniques such as publicizing events, services, or collections, as well as the creation of public programming events
- Working knowledge of current issues in reference librarianship and government resources
- Working knowledge of current national reference service and interlibrary loan standards, experience with a national bibliographic utility and experience with a local automated system