



**THE GRADUATE THEOLOGICAL UNION
Employment Opportunity**

**HEAD OF ACCESS SERVICES
FLORA LAMSON HEWLETT LIBRARY**

The Graduate Theological Union (GTU) seeks an experienced Head of Access Services. This is a full-time, benefited position.

POSITION SUMMARY

Under the general supervision of the Library Director, incumbent provides full professional oversight for and manages all activities involved in the operation of the Access Services Department, including: circulation, interlibrary loan, reserves, branch library services, stacks management, and space/facilities. The incumbent interprets library policy to GTU students and faculty and promotes positive public relations. The incumbent evaluates and updates policies, procedures, and services to ensure the user experience of students and faculty is supportive of their academic needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. *Public relations and library policies.* The incumbent maintains current knowledge of all standard unit policies and procedures, clearly explaining and enforcing them to library patrons and staff; monitors and evaluates user experience (UX) to develop unit UX standards; develops and updates departmental procedures and policies in accordance with library mission statement and UX goals; and publicizes changes in library services in both the library and consortium.

2. *Supervision of personnel.* Supervises regular circulation staff at GTU (2) and SFTS (1) while overseeing student employees at GTU (7-15) and SFTS (5-10); manages the workflow for the GTU section to ensure effective services for library users; maintains a working knowledge of current training materials and best practices in all areas of access services; develops departmental and sub area procedures and training materials to address efficiency, effectiveness, and safety standards for patrons and staff; hires, trains, disciplines and evaluates staff and student employees (10-15+ FTE).

3. *Library operations.* Directs and schedules staff in the areas of access services ensuring library hours and tasks are staffed to maintain uninterrupted services; mitigates disruption of service to the public by delegating tasks of vacant roles during planned, unplanned, or extended absences; handles cash, reconciles register and processes deposits to business office. Because the services the department provides cannot stop during a working day, the Head of Access Services acts as the ultimate back-up should other tasks need to be completed.

4. *Space and facilities management.* Manages the public spaces of the GTU and SFTS libraries, overseeing library safety, security, and access; manages library collections, including the re-shelving of books, stacks maintenance, shifting of materials, and recovery of lost/missing materials; manages access to onsite and offsite collections including the transportation of materials to and from offsite collections, drop sites and branches, occasionally provides reference services to patrons.

5. *Library equipment management.* Troubleshoots problems and maintenance of library equipment; manages lease/service contracts and computer updates; works with Consortial IT and relevant library departments to keep equipment updated and relevant to meet the needs of patrons and students; instructs staff and patrons in the operation of library equipment (such as photocopy machines, computers, and microfilm readers).

6. *Library technology administration.* The incumbent has primary oversight of the Circulation and WebPac modules of the Library's ILS, Millennium system. This includes database management, the import of data into the ILS from Consortial partners, generating statistical reports, updating the online patron access catalog, and editing patron and item records. The Head of Access Services also assists in managing and updating the Library intranet.

7. *Reporting and representation.* Attends internal and external department meetings to discuss relevant developments in Access Services, including the Library Management Team; participates in library collaborative committees and sub groups when asked, including hiring search committees; occasionally represents the Library at meetings such as with Access service reps from UC Berkeley and other schools; routinely negotiates services with vendors and VP/CFO.

8. *Other duties as assigned.*

QUALIFICATIONS REQUIRED

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

- Bachelor's degree (or equivalent) in any field, or relevant equivalent training/experience.

Skills/ Experience/ Abilities:

- Minimum of three years' experience working in a circulation department with responsibilities that include training and directing library staff and student assistants.
- Familiarity with Library of Congress call numbering system.
- Ability to set priorities and work cooperatively with staff and the public.
- Excellent verbal and written communication skills and attention to detail.
- Demonstrated experience with Innovative Interfaces Millennium or other ILS, OCLC,
- Demonstrated experience with Microsoft Office suite.
- Customer service orientation with demonstrated ease in working with the public.
- Ability to travel occasionally to SFTS branch library in San Anselmo.

Work Environment/Physical Demands:

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Hours of Work: 37.5 hours per week; may include weekends. One hundred percent of work is indoors. Indoor work environment is temperature controlled. Some travel required to the SFTS branch library in San Anselmo.

- Vision – ability to see items necessary to carry out essential job functions. Close vision requires for reading and working with computer and library equipment.
- Hearing – ability to hear sounds of individuals and groups

- Clear Speech – ability to communicate clearly to others is essential part of job.
- Sitting – ability to sit for long periods of time at computer.
- Standing – ability to stand on frequent basis.
- Walking – ability to walk to various areas within the GTU library and the SFTS branch library.
- Lifting/Carrying – ability to lift and carry books and files occasionally – up to 10lbs.
- Standing/Squatting – ability to bend/stoop/squat sometimes to reach lower shelves.
- Reaching – ability to reach above and below shoulder, sometimes at arms' length.
- Pushing/Pulling – ability to push/pull desk and filing cabinet drawers, book carts and hand trucks.
- Manual Dexterity – ability to grasp books and other items and to use a computer keyboard and mouse.
- Regular attendance – required to manage day to day operations of the position. This position may require evening and/or weekend work hours.

Tools and Equipment Used:

Including, but not limited to: Phones, computers, printers, barcode reader, microform reader/printer, copiers.

KEY WORKING RELATIONSHIPS

1. Library Director
2. Circulation Staff at GTU Library & SFTS Branch Library
3. Other Library & GTU personnel
4. Students
5. Library Patrons
6. Outside vendors

Compensation Package

Salary: Mid-40s to mid-50s. Benefits include medical and dental, employer contribution to 403(b) retirement account, long term disability insurance, and paid vacation/sick/holidays.

Application Process

Candidates should submit a letter of application addressing qualifications, resume, salary requirements, and names/contact information of three professional references via email to:

Caryl Woulfe
cwoulfe@gtu.edu

Application Deadline: November 7, 2016 or until filled.

GTU is an Equal Opportunity Employer