



## Library/Museum Job Family: Access Services Progression

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

Access Services is defined as circulation, interlibrary services, offsite storage, document delivery, scanning, reserves, stacks management, facility coverage, patron billing, and other unit-specific tasks such as equipment loans or patron carrels/studies. Reference services is defined as connecting patrons with resources, referrals, and answering a research request.

### GENERIC JOB PROFILE SUMMARIES

| Responsibility Category | Access Services Assistant II<br>INDIVIDUAL CONTRIBUTOR<br>Band B                                                                                                                                                                                                                                                                                                              | Access Services Assistant III<br>INDIVIDUAL CONTRIBUTOR<br>Band C                                                                                                                                                                                                                                                                                                                               | Access Service Assistant IV<br>INDIVIDUAL CONTRIBUTOR<br>Band D                                                                                                                                                                                                                                                                                                                                                                                                                                         | Access Services Assistant V<br>INDIVIDUAL CONTRIBUTOR<br>Band E                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Access Services         | <p>Regularly check out and check in materials. Provide regularly scheduled service desk coverage. Perform day-to-day tasks to contribute to library operations.</p> <p>Monitor policies; solve routine problems relating to the circulation of materials, missing items, or complex filing/shelving of specialized materials.</p> <p>Resolve routine problems relating to</p> | <p>Regularly check out and check in materials. Provide regularly scheduled service desk coverage. Perform day-to-day tasks to contribute to library operations.</p> <p>Monitor policies, suggesting alternatives; resolve routine problems relating to circulation, materials and/or special equipment/peripherals assigned to access services.</p> <p>Resolve routine problems relating to</p> | <p>May check out and check in materials as needed. May work limited shifts at the service desk or provide backup coverage as needed. Coordinate day-to-day business operations.</p> <p>Interpret and enforce library procedures and policies, requiring an in-depth knowledge of access services functions. Assist in setting policies, suggesting changes to improve services and workflow efficiency. May include daily night and weekend shifts.</p> <p>Resolve non-routine problems relating to</p> | <p>Provide backup coverage at the service desk. Oversee day-to-day business operations.</p> <p>Interpret, enforce, and evaluate library procedures and policies, requiring advanced knowledge of access services functions. Provide considerable input on setting policies, suggesting changes to improve service and add to workflow efficiency.</p> <p>Resolve complex problems relating to circulation, materials and/or</p> |

| Responsibility Category  | Access Services Assistant II<br>INDIVIDUAL CONTRIBUTOR<br>Band B                                                                                                                                                                 | Access Services Assistant III<br>INDIVIDUAL CONTRIBUTOR<br>Band C                                                                                                                                                                                                                               | Access Service Assistant IV<br>INDIVIDUAL CONTRIBUTOR<br>Band D                                                                                                                                                                                                                       | Access Services Assistant V<br>INDIVIDUAL CONTRIBUTOR<br>Band E                                                                                                                                                                                                                             |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          | <p>circulation, materials and/or equipment/peripherals assigned to access services.</p> <p>Prepare and maintain basic records.</p> <p>Retrieve and shelve materials. Process delivery requests including scanning materials.</p> | <p>circulation, materials and/or equipment/peripherals assigned to access services.</p> <p>Prepare and maintain basic records; create faculty proxy records; resolve faculty proxies.</p> <p>Retrieve and shelve materials. Process delivery requests which may include scanning materials.</p> | <p>circulation, materials and/or equipment/peripherals assigned to access services.</p> <p>Resolve routine problems relating to user records and remote programs.</p> <p>Evaluate borrowing requests and search for library holdings various tools.</p>                               | <p>equipment/peripherals assigned to access services.</p> <p>Resolve non-routine and complex problems relating to user records and remote programs.</p>                                                                                                                                     |
| <b>Supervision</b>       | <p>No staff supervisory responsibilities.</p> <p>May assist with functional guidance to student assistants on specific tasks/projects.</p>                                                                                       | <p>Provide guidance to staff on specific tasks/projects.</p> <p>Functional oversight of student assistants working the same shift, including training and providing performance feedback to the student's supervisor.</p>                                                                       | <p>Act as team lead for staff on select tasks/projects.</p> <p>Supervise student assistants, including hiring, scheduling, training, performance management, monitoring budgets, and discipline.</p>                                                                                  | <p>Provide day-to-day supervision to employees within the department, including hiring, scheduling, training, performance management, and discipline. May cross different work shifts.</p>                                                                                                  |
| <b>Facility Support</b>  | <p>Follow established protocols to ensure materials are secure and used appropriately. Escalate issues or infractions as needed.</p> <p>Assist with daily opening or closing routine.</p>                                        | <p>Follow established protocols. Resolve infractions by halting the action, explaining library policies, and/or reporting serious infractions to the designated authority.</p> <p>Assist with opening or closing routine, may include nights or weekends.</p>                                   | <p>Follow established protocols. Resolve infractions by halting the action, explaining library policies, and ensuring that serious infractions have been escalated to the designated authority.</p> <p>Perform daily opening or closing routine, may include nights and weekends.</p> | <p>Follow established protocols. Resolve infractions by halting the action, explaining library policies, and ensuring that serious infractions have been escalated to the designated authority.</p> <p>Perform complex daily opening or closing routine, primarily nights and weekends.</p> |
| <b>Area of Expertise</b> | <p>Assist with reserve processing; assist in resolving routine problems.</p>                                                                                                                                                     | <p>Assist with reserve processing, resolving routine and non-routine problems.</p>                                                                                                                                                                                                              | <p>Process reserves at the department/unit level. May resolve non-routine or complex problems.</p>                                                                                                                                                                                    | <p>Manage complex reserve operations for the entire library. Routinely resolve complex problems.</p>                                                                                                                                                                                        |

| Responsibility Category | Access Services Assistant II<br>INDIVIDUAL CONTRIBUTOR<br>Band B                                                                                                      | Access Services Assistant III<br>INDIVIDUAL CONTRIBUTOR<br>Band C                                                                                                                                                                                                                                                        | Access Service Assistant IV<br>INDIVIDUAL CONTRIBUTOR<br>Band D                                                                                                                                                                                                                                                                         | Access Services Assistant V<br>INDIVIDUAL CONTRIBUTOR<br>Band E                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | <p>Perform basic electronic or print searches to verify information.</p> <p>Monitor stacks space needs, assist in collection moves, shifting materials as needed.</p> | <p>Perform basic and moderately complex electronic or print searches to verify information.</p> <p>Perform collection management activities, including assistance with coordinating staff, relocating and moving library materials, and monitoring space utilization. May assist with large or complex stacks areas.</p> | <p>Perform complex electronic or print searches for ILS, reserves, or collection management purposes. May require expertise of specialized tools or knowledge of a second language.</p> <p>Coordinate planning and execute major collection moves; organizing multiple activities; and communicating effectively with stakeholders.</p> | <p>Perform complex electronic or print searches for ILS, reserves, or collection management purposes. Expertise with specialized tools or knowledge of a second language.</p> <p>Resolve spatial problems by planning and executing major collection moves; coordinating multiple activities; communicating effectively with library users and collaborating closely with appropriate personnel to plan and implement weeding projects.</p> <p>Perform billing procedures across departments/units; resolve disputes; monitor or reconcile accounts; track salary expenditures; provide reports and/or analysis for planning, budgeting and assessments.</p> |

JOB FACTOR PROFILE TABLE

| FACTOR PROFILE                                  | ACCESS SERVICES ASSISTANT II,<br>BAND B                                                           | ACCESS SERVICES ASSISTANT III,<br>BAND C                                                        | ACCESS SERVICES ASSISTANT IV,<br>BAND D                                                         | ACCESS SERVICES ASSISTANT V,<br>BAND E                                                 |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| MINIMUM EDUCATION AND EXPERIENCE<br>EQUIVALENCY | High school diploma and up to 2<br>years customer service experience or<br>equivalent combination | Associates degree and up to 2<br>years customer service experience<br>or equivalent combination | Bachelor’s Degree and up to 2 years<br>customer service experience or<br>equivalent combination | Bachelor's degree and 2 to 4 years<br>relevant experience or equivalent<br>combination |