



LOYOLA • NOTRE DAME
LIBRARY

Access Services Librarian

The Loyola Notre Dame Library is looking for a dynamic, hands-on, collaborative leader for the position of Access Services Librarian to join our Access, Research, and Learning Department. The Access Services Librarian supervises unit staff and provides operational management for all access services functions including circulation, course reserves, interlibrary loan, single point of service help desk and stacks management. The position is also responsible for monitoring building use and security. The Access Services Librarian will focus on actively assisting patrons and continuously improving services for students, faculty, and staff. The successful candidate will have operational knowledge of library systems and procedures, and will engage in developing, communicating, and applying policies.

Position Responsibilities:

- Supervises and schedules full-time, part-time, and student employees and manages the Access Services student worker program
- Leads operations of an integrated single point of service desk.
- Plans, develops, communicates, and applies policies and procedures for circulation, course reserves, interlibrary loan, stacks maintenance, and building operations.
- Maintains high customer services standards and courteous conflict resolution with patrons.
- Ensures that day-to-day operations are compatible with internal library policies and consortia policies including the University System of Maryland and Affiliated Institutions (USMAI) and the Eastern Academic Scholars' Trust (EAST).
- Compiles statistics, analyzes data, and prepares reports relating to areas of responsibility in support of departmental and library goals, as well as institutional, state, and national reporting.
- Uses data to inform evidence-based decision-making.
- Expands access to library services by becoming familiar with assigned liaison areas and their information needs.
- Serves on Library and other committees as appropriate. Attends professional development opportunities that aid in the implementation of strategic technological and programmatic advances in Access Services.
- Other job duties as assigned.

Required Qualifications:

- Graduate degree in library/information science from an ALA-accredited institution;
- Minimum of 2 years relevant experience in access services including circulation, reserves, or interlibrary loan in an academic library;
- Supervisory experience that demonstrates strategic thinking and experience managing, motivating and leading staff;

6/21/17

Prepared by Katy O'Neill

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- Demonstrated proficiency in use of an integrated library system, other library software, email systems, internet web browsers, and desktop office applications including Microsoft Office products;
- Strong analytical and project management skills with a demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time with little supervision;
- Strong interpersonal communication skills and a demonstrated commitment to delivering high quality customer service;
- Ability to work effectively with a diverse population in a busy public service setting;
- Experience handling confidential information;
- Ability to adapt to changes in policies, procedures, and technology;
- A willingness to occasionally work non-standard hours to accommodate special events or other operational commitments as they arise;
- Ability to lift up to 30 pounds, with or without accommodation, in support of LNDL work processes and projects.

Preferred Qualifications:

- Demonstrated knowledge of current developments and trends in circulation, reserves, and interlibrary loan at academic libraries;
- Working knowledge of integrated library systems including Aleph and ILLiad;
- Familiarity with print and electronic resources and the ability to provide training in the use of research materials;
- Experience providing access services within a library consortium;
- Basic knowledge of copyright law and “fair use” guidelines;
- Experience serving as a library liaison

About the Library:

The [Loyola Notre Dame Library](#), located in a residential area of northern Baltimore City, is a recently admitted member of University System of Maryland and Affiliated Institutions ([USMAI](#)) and serves two universities: [Loyola University Maryland](#) and [Notre Dame of Maryland University](#). Loyola University Maryland, a member of the Association of Jesuit Colleges and Universities, is recognized for excellence in teaching and learning while Notre Dame of Maryland University is a leader in the education of women and non-traditional students. The Library serves a total student population of 6,446 FTE that includes 5,099 FTE at Loyola and 1,347 FTE at Notre Dame.

The Library offers an excellent benefits package that includes medical, access to dental, life, and disability insurance, as well as TIAA retirement. Successful candidates will be subject to a pre-employment background check.

The Loyola Notre Dame Library is an equal opportunity employer and does not discriminate on the basis of race, color, national and ethnic origin, religion, sex, sexual orientation, disability, or age.

Application Procedures: Review of applications will begin immediately and the position will remain open until filled. Please submit electronically a resume, cover letter, and a list of three (3) work-related references with “Access Services Librarian” in the subject line to Lorena Dion, Administrative Operations Coordinator: ldion@loyola.edu.