

Job Description



1. Job Details:

Job Title:	Access Officer	Reports to:	Head of Access Services
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2. Job Purpose:

To supervise the circulation desk, materials processing, document delivery services (DDS) and inter-library loan (ILL) operations.

3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

Annual Operating Budget/Project Budget/Sales Revenue:	n/a		
Number of Staff Supervised:	6	Direct Reports:	1
Contractor/Others:			0

4. Key Result Areas:

KEY RESULT AREAS

- Train circulation desk staff & volunteers and supervise operations, including scheduling, to ensure quality customer service as well as compliance with policies and procedures relating to library resource access
- Carry out customer service, circulation, DDS, and ILL activities, including receiving and processing material reservation requests, locating materials for patrons, shelving library materials, etc.
- Resolve issues with users and circulation desk personnel; escalate more challenging issues to supervisor
- Be alert to and respond to any abusive behavior in order to safeguard QNL's physical assets
- Keep abreast of developments and trends in access services in order to improve services
- Monitor use of the book sorting system and recommend and implement needed improvements
- Help users learn how to benefit from the Library facilities by helping them with OPACS (the online public access catalog), the media walls, locating items on the shelves, etc.
- Provide input for improving Access Services procedures and work flows by identifying and communicating issues encountered while performing daily activities
- Ensures the confidentiality of patron records and transaction information
- Support other departments as needed
- Other tasks as assigned

5. Operating Environment, Framework & Boundaries:

Work is in a multicultural office and library environment. Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements. Regularly-scheduled evening and weekend work will be required.

6. Communications and Working Relationships:

- Supervisor – daily contact to report on work
- Public Services team – contact as needed to support programs
- Library Assistants – frequent contact to supervise and schedule work, and train on Access procedures
- Other library staff and the general public – frequent contact to facilitate access to library resources

7. Problem Solving & Complexity:

- Evaluates different options when solving problems
- Refrains from drawing conclusions in the absence of clear evidence, takes time to collect facts before developing a solution
- Considers the medium term as well as immediate short-term impact of outcomes and actions
- Demonstrates an awareness of the impact of preferred solution on other projects/ related problems

8. Decision-Making Authority & Responsibility:

- Accepts responsibility / accountability for own decisions and explains the rationale
- Reviews available information in conjunction with interested parties and arrives at decisions by consensus judging degree of consultation needed to ensure commitment
- Remains calm and resourceful when making difficult decisions, basing them on facts
- Ensures decisions are taken by self and group after reviewing available information while exhibiting reasonable foresight

9. Minimum Knowledge, Skills & Experience:

- Bachelor's degree, preferably in Library Science
- 2-5 years of work experience in Access Services: circulation, reserves, recall, stacks, sorting, shelving, fines, DDS, and ILL
- Experience with a library management system
- Strong time management skills
- Strong interpersonal communication, supervisory, and customer service skills
- Excellent writing skills with the ability to draft and edit a variety of written reports and communications and to articulate ideas clearly and concisely; Arabic proficiency is an advantage
- Proficiency in MS Office applications