

Job Description



1. Job Details:

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

To help develop long-term strategic objectives for Library Access Services and supervise Access Services.

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:	21	Direct Reports:	2
Contractor/Others:			0

4. Key Result Areas:

KEY RESULT AREAS

- Carry out and oversee more-complex circulation duties, including user registration workflow monitoring, circulation procedures, fee collection, shelving and stack maintenance, reserves, document delivery, inter-library loans (ILL) and reciprocal borrowing programs
- Assist the Head of Access Services in evaluation of Access Services policies, procedures and workflows, and recommend improvements to and streamlining of processes to ensure that quality services are provided
- Oversee circulation and shelving workflows; verify that materials are properly shelved and that call numbers are in order to ensure easy access to resources
- Monitor the usage of open spaces and study spaces, e.g., study carrels, group study rooms, individual study rooms, meeting rooms, etc.
- Coordinate the staff and daily work of the Access Services staff
- Resolve escalated user issues, concerns or complaints
- Participate in local and regional conferences and workshops in the area of Access Services
- Ensure that new Access services and projects are implemented according to the planned timescale
- Coordinate with the Head of Acquisitions regarding replacement of lost and missing items
- 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. May be required to work at locations outside of the library, such as QNL branches, and participate in events including book fairs, conventions, and community programs. Must be able to participate in conferences when requested.

6. Communications and Working Relationships:

- Supervisor – daily contact to provide updates and receive guidance and approvals
- Head of Acquisitions – contact as needed regarding replacement of lost or missing items
- Head of Cataloging – frequent contact to communicate on collection organization issues
- Library Information Technology team – contact as needed to report and resolve any system-related issues and public space IT-related hardware problems

Senior Access Librarian

- Public Services – regular contact to coordinate user-related activities
- Administration and Planning – regular contact to relay information regarding fee and payment issues
- Users – everyday contact to communicate concerns to upper management about public-use issues

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:

- Master's degree in Library and Information Science accredited by the American Library Association (ALA), or other internationally recognized library qualifications
- 6-8 years of full-time experience in an Access Services environment, including circulation, reserve, ILL / DDS, stacks, sorting, etc., including 5 years at a supervisory level
- Familiarity with international and regional standards regarding access to library materials, e.g., RFID, Open Access, etc.
- Experience with a library management system
- Excellent analytical and time management skills
- Excellent 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