Head of Access Services (full-time, 35 hours/week)  
University Libraries  
Position 101531  

**Position Summary:** Access Services assists in the delivery of research materials in print and electronic format to faculty, students, and the broader library community. It encompasses consortium loan, interlibrary loan, document delivery, circulation, electronic and print reserves, collection security, and stacks management. Through innovative leadership, creative planning and management, a thorough understanding of resource sharing technologies, and continuous training and motivation of staff, the Head of Access Services ensures that all functions of the department are performed to meet the goal of providing users with access to the information they need, as efficiently and effectively as possible.

**Essential Responsibilities Include:**
- Provide administrative oversight of Access Services, including planning for user services and management of resources and personnel. Recommend for selection, supervise and train full-time and part-time staff in the provision of stacks management, resource sharing, reserves, circulation, and collection security services in Mullen Library and provide guidance in the training of circulation staff in the campus libraries. They will establish Access Services policies and procedures, in consultation with the Director of Research & Instruction and approval of the University Librarian. Develop and implement new services to meet changing research needs. Manage the collection of patron service charges, fines, and fees.

As a member of the Public Services management team, works with the campus librarians to standardize and co-ordinate Access Services policies and procedures across service points, with the collection development librarians in the management and security of the circulating and periodicals collections, and with the Instruction & Marketing Librarian to develop sessions on Access Services skills for the Library Staff Training and Education Program.

Provide outreach to faculty and students on Access Services policies, procedures, and services. Coordinate Access Services-related matters with staff in the CUA library system, the Washington Research Library Consortium (WRLC), Technology Services, Enrollment Services, the registrar, the public safety office, and Alumni Relations.

**Minimum Qualifications:**
- ALA accredited Master's degree in Library and/or Information Science is required. Two (2) years of supervisory and management experience, preferably in an academic library or related setting. Experience with one or more aspects of Access Services: circulation, reserves, resource sharing, or stacks management. Knowledge of emerging technologies in circulation, reserves, and resource sharing. Knowledge of library automation, including library management systems (specifically the Voyager and Sierra LMS) and interlibrary loan software. Demonstrated skill in planning, management, supervision, and staff training. Skill in using common computer applications (word processing software, spreadsheets, etc.) and equipment. Knowledge and awareness of current academic issues as they affect library operations and services, especially issues related to Access Services. Excellent analytical and organizational skills. Excellent written and oral communication skills. Ability to anticipate future service needs and plan accordingly. Ability to market services and to interact effectively with faculty and students. Ability to accommodate flexible scheduling seven days a week.

**Preferred Qualifications:**
- Experience with implementing and assessing programs and services highly desirable.

**How to apply:** forward resume, cover letter and salary expectations: CUARecruitment@cua.edu. Reference position 101531 in subject line of email. Applications close on 8/24/15.