

Access and Collections Coordinator
Villanova University

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Posted Jan. 12, 2018, expired May 11, 2018

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| Job Title | Access and Collections Coordinator |
| Department | |
| Institution | Villanova University Villanova, Pennsylvania |
| Date Posted | Jan. 12, 2018 |
| Application Deadline | Open until filled |
| Position Start Date | Available immediately |
| Job Categories | Coordinator |
| Academic Field(s) | Administrative Support/Services Library |
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Job Description

Access and Collections Coordinator

Posting Number: 20181586S

Position Type: Staff

Recruitment Type: Internal/External Applicants

Work Schedule: FT/12 Month

Department: 288-Falvey Library

Position Summary

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Reporting to the Director of Access Services, oversees, coordinates, and performs complex integrated activities in one or more of the following operations: resource sharing, student employment, course reserves, service desk, collection maintenance, and collection projects as assigned. Responsible for complex problem-solving associated with patrons, services and technology by working with other library departments, other departments at Villanova, vendors and other external organizations. Ensures smooth functioning of department in the absence of Director of Access Services. Provides specialized training to staff. Manages financial or statistical records as dictated by operational area.

Responsible for delivery of patron services and information assistance requiring responsive service orientation and the ability to assume responsibility for library facility during weekdays, evenings, and weekends and at other times in the absence of library management. Requires a strong working knowledge of standard library practices, computing equipment, and library systems and software. Actively troubleshoots technology and hardware problems. Supervises student staff in processing areas and at service desks. Communicates with University patrons and external customers regarding outstanding transactions or availability of materials. Uses electronic and print scholarly resources to provide intermediate level of information services, in consultation with research librarians as necessary. Contributes to service desk, resource sharing, course reserves, collection maintenance, collection project support, and scanning.

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Duties and Responsibilities

* Operations Coordination: In consultation with the Director of Access Services, leads and coordinates the operations of one or more of the following functions: service desk, resource sharing, collection maintenance, course reserves, student hiring, or special projects as assigned. Provides operational and procedural guidance, training, and policy interpretation to staff in assigned operational area. Develops efficient workflows and procedures; creating and maintaining documentation. Keeps statistics and assesses operations ensuring quality customer service. Works closely with in-house technologists, UNIT, and external vendor technicians to install software upgrades, resolve interoperability, authentication, and complex system or equipment issues. Provides leadership in the absence of the Director of Access Services.

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* **Patron Services:** Provides excellent customer service from the service desk. Circulates library materials and equipment using library management system and resource sharing systems; provides basic library and University information and appropriately refers patrons to research librarians; interprets and enforces library policies in both routine and difficult situations, and refers patrons to other library staff when necessary. Processes course reserves and other materials as needed. Regulates access to library and ensures that library building is secure and that departmental opening and closing routines are followed. Assists with training and oversight of student workers. Shelves library materials as needed.

* **Communication:** Works with appropriate campus offices and systems to resolve problems with financial transactions, student billing, fine/fee payments, e-mail and user accounts, enrollment verification and the editing or addition of personal and/or financial information in library or university systems. Contacts library and university colleagues and appropriate service vendors to resolve non-routine safety, custodial, facility, supply, or equipment issues. Communicates with patrons, libraries, and vendors regarding receipt of, overdue status of, or availability of materials. Processes patron circulation notifications and responds to patron inquiries.

* **Resource Sharing:** Uses internal web forms, resource sharing management systems, integrated library systems, shared cloud storage, and specialized equipment to process requests from patrons and other libraries. Uses shipping software to process & package shared materials.

* **Computer Literacy & Technology Support:** Uses online library and resource sharing systems, desktop applications, and hardware in the provision of information services, request processing, collection support, and to assist users. Troubleshoots on demand. Ensures that public and staff technology issues are promptly addressed.

* **Administrative Duties:** Maintains manual and electronic files of transactions; updates patron and item records; collects, maintains, and shares library data and statistics; and responds to internal requests for same.

* **Contributes to programs, goals and strategic initiatives of Access Services, Collections and Stewardship, Falvey Memorial Library, Villanova University and professional organizations, as**

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appropriate.

- * Performs additional duties and assists with special projects as assigned.

Minimum Qualifications

- * High School Degree required. Bachelors degree strongly preferred.
- * Demonstrated strong customer service ethic.
- * Experience with and knowledge of operations in assigned area(s) of coordination.
- * Demonstrated ability to manage workflows and improve operations.
- * Demonstrated ability to train and supervise staff in the provision of general library services.
- * Demonstrated ability to collect, compile and analyze statistics using established software.
- * Solid understanding of standard print and electronic research databases discovery.
- * Demonstrated proficiency with email systems, Internet web browsers, and desktop office applications, including Microsoft Office products.
- * Experience with standard resource sharing practices and integrated library systems required.
- * Familiarity with Library of Congress classification system, library copyright requirements, and specialized library practices.
- * Knowledge of University financial and student record systems, such as BANNER, preferred.
- * 3+ years in a library service environment; or a combination of library and a comparable public service environment experience.
- * Strong customer service skills, including the ability to conduct complex service interactions in a courteous and consistent manner.
- * Excellent interpersonal skills, including ability to establish and maintain positive working relationships with colleagues, staff at all levels of the campus hierarchy, a diverse community, and vendors and other external partners.
- * Strong technology skills and the ability to install software upgrades, address software interoperability and network/authentication issues and troubleshoot complex system and/or equipment problems.
- * Excellent communication and organizational skills with the ability to present information and ideas clearly and concisely.
- * Ability to tactfully and patiently explain and enforce policies, especially in unusual or difficult situations.
- * Commitment to excellence, quality and attention to detail; ability to handle high volume of activity with a high degree of accuracy.
- * Demonstrated ability to prioritize work with competing deadlines, effectively manage complex projects simultaneously, exercise flexibility in meeting objectives and adjust as circumstances change.

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- * Self-motivated and able to work independently and efficiently with minimal supervision and with frequent interruptions.
- * Meets organizational competencies identified by the Library
- * Proficiency with MS Office products, computers, printers, photocopiers, scanners, and other standard office equipment

Preferred Qualifications

Physical Requirements and/or Unusual Work Hours

Prolonged sitting, standing and walking for up to 4 hours at a time, frequent bending and lifting, able to lift up to 15 lbs. of library materials while moving/walking, pushing and pulling a book truck (4 wheels) of library materials weighing between 50 and 100 lbs., ability to climb several flights of stairs on an occasional basis

Special Message to Applicants

- * First coordinator vacancy schedule:

Sunday-Wednesday: 4:15 p.m. 12:15 a.m.

Thursday: 12:30 p.m. 5:30 p.m.

- * Second coordinator vacancy schedule:

Sunday: 11:45 a.m. 4:45 p.m.

Monday-Thursday: 7:45 a.m. -3:45 p.m.

The Library is staffed 90+ hours a week. The Access and Collections Coordinator may be required to work evenings, weekends and/or holidays on a regular or interim basis. Work schedules may vary during semester and summer sessions based on library hours of operation.

Posting Date: 01/11/2018

Closing Date (12am ET):

Open Until Filled:

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Salary Posting Information: Commensurate with experience

Salary Band: G

Job Classification: Non-Exempt

To apply, visit: [\[url=http://aptrkr.com/1150383\]](http://aptrkr.com/1150383)<https://jobs.villanova.edu/postings/12765>

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Please see the job description for contact details pertaining to this university job announcement.