



JOB DESCRIPTION

Name	
Job Title	Coordinator, Access Services
Job Level	
Department	SMU Libraries
Reports To (Job Title)	Access Services Team Lead

SUMMARY

Summarise in one statement why this job exists and the contribution it makes to the overall business of the Company.

The position holder will coordinate a cross-departmental team of library specialists and student library assistants in the delivery of a wide range of access services, including provision of professional expertise, delivering enquiry service to patrons, supporting reading list services, and facilitating access to collections, both print and electronic.

SCOPE

Indicate the financial statistics, staff, volume, controllable budget, etc for this job

The position holder will -

- Maintain the Libraries' single Desk roster and ensure high quality service level both at Li Ka Shing and Kwa Geok Choo Law Libraries.
- Ensure currency and relevancy of training plans to build competencies of staff to continuously improve service levels
- Administer the reading list service to support the teaching and learning needs of the SMU Community.
- Liaise with University stakeholders (Office of the Registrar, Student Services and Finance) in management of student data, collection of membership fees and fines
- Support the fulfillment functions of the library management system and maintain technical knowledge as related to library policies
- Proactively identify areas of continuous improvement in services related to fulfillment, course reserves, interlibrary loans.
- Monitor the Libraries' performance in access services using data to inform improvement efforts.

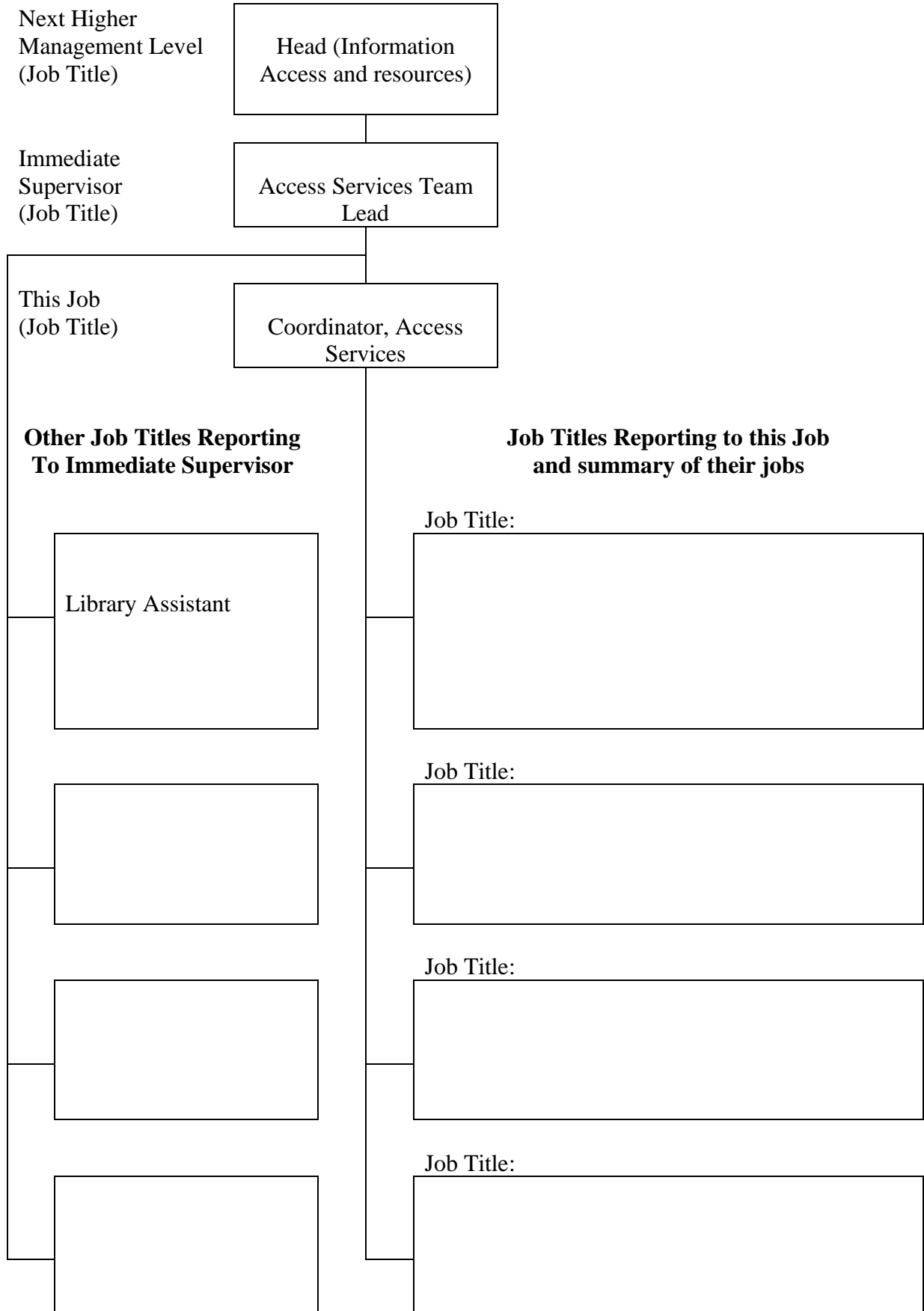
Job Title: Coordinator, Access Services**PRINCIPAL ACCOUNTABILITIES****Describe the principal accountabilities of this job.**

1. Maintain the Libraries' single Desk roster and ensure quality service level at both LKS and KGC libraries.
2. Manage and supervise the team of Student Assistants, including the upskilling and development to ensure consistent and optimal service delivery.
3. Responsible for providing Reading List services to support undergraduate and post graduate programs at SMU.
4. Support, develop, update, and document workflows, policies, and best practices relating to the fulfilment and resource sharing module of the Library management system.
5. Provide and facilitate enquiry services by answering general and detailed information enquiries via email, chat, telephone and face to face; monitor responses for quality and provides mentoring and training as necessary.
6. Filter and escalate reference and research questions to appropriate librarians.
7. Provide and facilitate loan transactions, reservations and recall, fines.
8. Provide support for interlibrary loan and document delivery services.
9. Educate library users in the use of print and electronic resources.
10. Promote the Libraries' products and services wherever and whenever possible.
11. Oversee and coordinate responses and feedback from users, i.e., walk-in, phone, email, and chat, with responsibility for solving problems including the articulation of circulation policies and rules.
12. Collate, report, compile and communicate relevant usage reports and statistics for continuous assessment of access related services.
13. Work with the IAR leadership team to identify and formulate business process improvement initiatives to support the strategic goals of SMU Libraries.

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ORGANISATION CHART

Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.



Job Title: Coordinator, Access Services**CRITICAL SKILLS AND JOB COMPLEXITY****Knowledge and Skills**

Describe the knowledge and skills necessary to perform this job.

- Library diploma holder with 2 years relevant experience or undergraduate degree
- Information search skills
- IT capability (knowledge of Integrated Library Management System, MS Office and vendor applications)
- Willingness to learn and utilize continuous improvement methods
- Customer service orientation
- Excellent communication (written & spoken) and interpersonal skills
- Ability to work independently on multiple tasks
- Ability to work positively and productively with diverse agencies in an environment of rapid change
- Ability to develop and maintain relations with faculty, staff and students
- Collaboration and teamwork

Contact

Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.

- (a) **Internal contacts:**
SMU students, faculty and staff to meet their information needs and teaching requirements; SMU administration including Security, Human Resources, Office of Dean of Students, Finance, Registrar and Integrated Information Technology Services
- (b) **External contacts:**
Vendors that manages facilities, equipment and services within the library.

Decision Making

Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.

Decisions made on her/his own:

- Able to make daily operational decisions with regard to the procedures and continuous improvement work processes of the Fulfilment activities of the Libraries
- Able to implement policy, project plans, procedures and workflow relating to the operations of access and fulfilment
- Solving customer service issues

Those which supervisors must be consulted:

- The development and implementation of new policies and procedures
- Any activity involving financial implications
- Changes in workflow processes that impact other areas

Those referred to higher authority:

Same as above

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Problem Solving

Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.

- Able to handle unique requests and effectively assist faculty and other internal and external constituents on matters related to the functions of Information Access & Resources services
- Able to uphold circulation/fulfillment policies to challenging users and be firm in protecting the interest of SMU against any request that may infringe the privacy and confidentiality of the users
- Ability to be flexible and handle changing work processes and policies

GENERAL

Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.

Signature of Job Holder		Date	
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For Official Use:

Approved by HRFA	
Date	
Approved by HOD	
Date	