



Where
thought
leads.

Access Services Assistant

Wofford College is a place where thought leads, where ideas are celebrated and problem solving is expected. Wofford invites applicants who are focused on student success and excited to join a community committed to preparing thought leaders.

Wofford College, established in 1854, is a four-year, residential liberal arts college located in Spartanburg, South Carolina. It offers 27 major fields of study to a student body of 1,875 undergraduates. Nationally known for the strength of its academic program, outstanding faculty, experiential learning opportunities and successful and supportive graduates, Wofford is recognized consistently as a “best value” and for its commitment to student success and accessibility for low- and middle-income students. The college community has 12 sororities and fraternities as well as 20 NCAA Division I athletics teams.

Wofford College invites applications for an **Access Services Assistant**. The assistant will join the library at a moment of rapid transition and will need to be responsive to user needs and the evolving technology landscape. Reporting to the Access Services Librarian, the Access Services Assistant supports the core access services operations of the library including fulfillment, stacks maintenance, statistical data collection and reporting, exhibits, digitization services, marketing and outreach. The Access Services Assistant hires, schedules, trains and mentors approximately 15-20 student assistants, fostering a culture of collegiality, hospitality and innovation in the library, as well as supporting student employees in their daily work and professional development. This individual provides dedicated and responsive customer service to patrons in a variety of methods.

The Access Services Assistant is a salaried, exempt 1.0 FTE position. During the academic terms, normal work hours are 10 a.m.-6:30 p.m. During intersession periods, hours are 8:30 a.m.-5 p.m. This position also serves as one of the backups to the regular building opener. Contingent to library functions or events, occasional evening or weekend hours will be required; otherwise, the normal expected hours of performance are minimally 37.5 hours/week.

RESPONSIBILITIES

Supervision of Access Services student employees (50%):

- Recruits, hires, trains, supervises, evaluates and supports student employees engaged in Access Services functions.
- Creates student employee schedules and monitors attendance (including time-off requests, shift trades, etc.).
- Provides continuous training opportunities and constructive feedback to develop professional skills in student employees.
- Fosters a sense of teamwork and information sharing among all Access Services team members.

- Initiates and supervises stacks maintenance projects conducted by students.

Resource sharing (35%):

- Serves as the primary contact for PASCAL Delivers and interlibrary loan partner organizations, as well as internal and external patrons.
- Processes resource sharing requests, including borrowing and lending via ILL, RapidILL and PASCAL Delivers in accordance with interlibrary loan best practices (timeliness, accuracy, follow-through, etc.).
- Integrates copyright and licensing terms into resource-sharing workflows and integrated library system.
- Maintains accurate records related to license agreements.

General responsibilities (10%):

- Manages all elements of fulfillment operations (holds, reserves, circulation, digitization requests, resource sharing, etc.). Creates and maintains accurate user records in an integrated library system.
- Utilizes and updates documentation for best practices related to access services operations. Creates appropriate instructional materials to ensure consistency of operations.
- Gathers usage statistics related to fulfillment and building use.
- Monitors the accessibility, cleanliness and professional appearance of library spaces.
- Ensures patron access to public computers, printers and scanners, including instructing patrons in the proper use of equipment. Serves as the primary contact for equipment maintenance requests.
- Addresses customer service issues.
- Provides directional guidance and reference referrals to patrons.
- Updates the library hours on the website and building signage.
- Orders and maintains supplies related to access services operations.
- Cooperates and collaborates with Campus Safety to ensure safety protocols are followed.
- Serves, with advance notice, as one of the designated backups to the building opener, who opens the doors at 7:45 a.m.

Other duties as assigned (5%):

- Performs other tasks, duties and projects as required or assigned. These include:
 - Aids library staff members in the collection of data and other projects.
 - Attends seminars, trainings and meetings as needed or assigned to keep current with library circulation trends, needs and information.
 - Participates in college and library committees.

QUALIFICATIONS

The preferred candidate will have prior work experience in a library environment, three years of previous supervisory experience and a proven track record of motivating, supporting and developing employees. Proficiency with an integrated library system, particularly Alma/PrimoVE, is preferred. They will have an

understanding of library ethics and copyright law and a thorough knowledge of Library of Congress Classification.

Candidates are required to have an associate degree, one year of supervisory experience, excellent verbal and written communication skills and superb customer service skills. Proficiency in the use of standard hardware and software applications used in a library environment, including office equipment (copier, scanner, etc.) and MS Office tools (Word, Excel, PowerPoint, and Outlook), is required. Candidates must have strong digital literacy skills, a commitment to diversity, equity and inclusion, and excellent project management skills as evidenced by an ability to prioritize, organize, monitor and complete tasks and projects on schedule. Candidates must also have the ability to work effectively both independently and as a member of a team; be able to identify, resolve, and assess solutions to problems; be dependable and reliable; have the ability to pay close attention to detail; and have the ability to push a loaded book cart (approximately 300 pounds), lifting (up to 50 pounds), bending, standing for long periods, stooping, moving furniture, etc. with or without reasonable accommodations.

APPLICATION PROCESS

Application materials should be submitted to LibraryJob@wofford.edu. Application materials include: (1) a resume, (2) a cover letter and (3) contact information for three professional references. We will only contact references after the final round of interviews for candidates still being considered at that time.

In your cover letter, please explain why this position appeals to you and draw connections between your qualifications and the requirements for this role. Be specific. Use examples to help us understand how your experience relates to the requirements. Applications will be accepted until the slate of finalists has been determined. The search committee will begin the review of applications on Tuesday, May 21.

We are aware that some people are less likely to apply for jobs unless they meet every qualification in the job description, including the preferred qualifications. We are most interested in finding the best candidate for the job and recognize that a successful candidate may come from a less traditional career trajectory, such as having skills and abilities gained outside a classroom context, or an equivalent skill set. We encourage you to apply, even if you don't believe you meet every one of our preferred qualifications but do meet all the required qualifications.

To learn more about this position, you may attend an informal **webinar** anonymously with members of the Sandor Teszler Library staff at noon on Friday, May 10. When prompted, select the option "Watch on the web instead." This will be an informal opportunity to learn about the search process and the details of the position. It is not an interview forum. Additional information about this position and a link to the webinar recording can be found [here](#).

EEO STATEMENT

Wofford College values diversity within our students, faculty and staff and strives to recruit, develop and retain the most talented people. Wofford College does not discriminate in employment on the basis of race, color, creed, religion, sex, sexual orientation, transgender status, gender identity, age, national origin, disability, veteran status or any other legally protected status in accordance with applicable federal, state and local laws. For information about Wofford's Title IX compliance, visit wofford.edu/administration/title-ix.

It is the policy of Wofford College to provide reasonable accommodations for qualified individuals with disabilities for employment. If you require any accommodations to participate in any part of the hiring process, please contact HumanResources@Wofford.edu.