Staff / MPP Position Description

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| HR USE ONLY | |
| Conflict of Interest (COI) Designated:  Yes  No    Mandated Reporter:  Limited  General  N/A  Campus Security Authority (CSA):  Yes  No | **HR Reviewed By & Date:** |

Conflict of Interest Per Political Reform Act of 1974

If the person holding this position is considered a ‘Conflict of Interest Designate’, under the Political Reform Act of 1974. They are required to comply with the requirements set forth in Conflict-of-Interest codes as a condition of employment.

Mandated Reporter Per CANRA

If the person holding this position is considered a ‘mandated reporter’, under the California Child Abuse and Neglect Reporting Act. They are required to comply with the requirements set forth in [CSU Executive Order 1083](https://calstate.policystat.com/policy/10927154/latest/#attachments/c69e6c3b-de81-4119-9dcb-ead514145a9a/EO-1083%20AttachB_Final%20Draft.pdf) as a condition of employment.

**Campus Security Authority**

This position may be considered a “Campus Security Authority”, pursuant to the Clery Act, and is required to comply with the requirements set forth in CSU Executive Order 1107 a condition of employment.

# SECTION I. POSITION INFORMATION

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| **Reason for Position Description (Please check all that apply):** | Classification Review  Update Position Description  New Position  Existing Position  Temporary Reassignment  Permanent Reassignment  Recruitment |
| **This position description is being submitted by:** | Employee  Supervisor/Lead  Dean/Chief Administrator |
| **Effective Date:** | January 13, 2025 |
| **Division:** | Academic Affairs |
| **Department:** | Library |
| **Employee Name:** |  |
| **Humboldt Employee ID:** |  |
| **Current Classification:** | LSSIV |
| **Position Number:** | 00020797 |
| **FLSA Status:** | Exempt (not overtime eligible)  Non-exempt (overtime eligible) |
| **Working Title:** | Access Services System & User Account Services Specialist |
| **Time Base:** | 1.0 |

# SECTION II. PURPOSE OF POSITION

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| **State the basic purpose of the position in one or two specific statements.** | The Access Services Systems & User Account Services Specialist (LSS IV) leads circulation systems and user account services for the Library’s Access Services systems, overseeing the configuration, streamlining, and problem-solving for resource sharing systems, as well as, circulation and ID production systems, and is key to planning and implementing associated policies, services and optimizing workflows.  Working in a team environment, the Access Services Systems & User Account Services Specialist collaborates well with colleagues, directs and provides on-site high-quality customer service at the main circulation desk during regular business hours, and excellent communication.  The Access Services Systems & User Account Services Specialist oversees user management functionality in the Alma Library Management System environment, plans and implements group policies, and manages the user notification system. The Specialist coordinates with ITS and other campus partners to ensure the accuracy of user account data and its integration and syncing with campus systems (PeopleSoft, ID Flow,, etc.), and various user groups access appropriate library resources.  This position opens the library Tuesday - Friday 7:15am - 4:15pm, and Saturday 10:45am - 7:15pm when class is in session. During intersessions, the work schedule may change to Monday - Friday 7:45am - 4:45pm. May be asked to open or close on occasion, and work extended hours during finals. |

# SECTION III. MAJOR RESPONSIBILITIES

List the major responsibilities/functions of the job in descending order from the most important to the least important. Indicate approximate percentage of time spent in each (percentages should not be less than 5%). An Essential Function is a job-related task that is essential to the job. A marginal function is a job-related task that is not an essential aspect of the job. Essential Functions and Marginal Functions should have a combined total of 100%.

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| **Description of Major Responsibilities:** | **Essential Functional or Marginal Function?** | **(%) Percent of Time** |
| **Systems and Workflow**  Manages all aspects of Alma fulfillment, ID Flow, Rapido, and ILLiad configuration and customization including settings, forms, notices, and optimizing workflows with add-ons and web pages. Plans and implements resource sharing services in collaboration with Ex-Libris/Clarivate, OCLC, ITS, and consortial or library partners. Evaluates resource sharing systems and implementations for opportunities to improve library services and collaborate with partner institutions. Manages user account functionality in Alma, ensuring the integrity of user data, user groups, associated loan and item policies. Oversees and resolves billing questions and disputes in coordination with the Faculty Lead for Access Services. Collaborates with the Information Resources Management team to implement front-end facing discovery services related to resource sharing services, and collectively integrate workflows and problem solve. Implement policy settings as determined in collaboration with the Access Services Lead. | Essential | 25% |
| **Resource Sharing**  Oversees day-to-day ILL operations and directs resource sharing processes in the absence of the Resource Sharing and Information Specialist and Lead for Access Services. Develops and implements policy guidelines for loan conditions, item availability, and resource sharing eligibility with approval of the Faculty Lead and Library Dean. Troubleshoots problem requests and citations, verifies bibliographic information and conducts searches related to requests using library and discipline-specific databases. Generates and tracks appropriate fees for lending services working with the University Business Services, the Faculty Lead, and the Library Dean. Resolves billing disputes. | Essential | 25% |
| **General Access Services Functions**  Coordinates Access Services operations and workflows in collaboration with library staff and student assistants. Participates in customer-facing operations, including processing and circulating materials, answering questions at the front desk during business hours, and ID production. Participates in planning and developing unit goals and objectives utilizing knowledge of operations, policies, and best practices. Collaborates with appropriate library and university personnel to troubleshoot and resolve customer service issues, mitigate unusual occurrences, and support emergency situations. Supports extended hours as directed and provides backup staffing during evenings, weekends, absences, or busy periods. | Essential | 50% |
| **Total =100%** | | 100% |

Please note that during periods of declared state or campus emergencies, state employees can be designated as “disaster workers” and may be required to report to the campus to deal with the emergency. Emergency assignments will be made at the time of your call to campus.

# SECTION IV. CHANGES IN RESPONSIBILITES

1. What overall percentage of changes occurred in the assigned duties and responsibilities since the position was filled or the last review? Be specific. If responsibilities have increased or decreased, which ones and in what way? What new duties were added and what did they replace?

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| **Changes in Responsibilities:** | **(%) Percent of Change** | **Date Changed** |
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1. *Did the new duties transfer from another employee? If so, which employee? If the added duties*

*replace other assignments, what will happen to the duties that were removed? (List other positions*

*affected and summarize impact, if applicable.)*

# SECTION V. WORK DIRECTION OVER OTHERS

If this position leads (or manages/supervises if MPP) other positions, then list the classifications. Indicate type of direction, whether direct (directly supervises the position and conducts performance evaluation, MPP Only) or indirect (acting in a lead capacity or assigning work).

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| **Classification** | **Working Title** | **Type of work direction**  **(Direct or Indirect)** |
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# SECTION VI. POSITION REQUIREMENTS:

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| **List education and years of experience required, as listed in Classification Standards. If applicable, include necessary certificates and licenses (Driver’s License).** | The required minimum qualifications for entry into the Library Services Specialist classification are completion of a high school education or equivalent certification plus two or three years of related library and/or clerical experience or an equivalent combination of experience and education. Advancement through the skill levels, or placement at a higher skill level, for this classification, is based on the level of job function and skills required to perform that level of job function. |
| **List REQUIRED skills, knowledge, and abilities required for this position.** | **As listed in Classification Standards:**  Knowledge of:   * National and institutional standards pertaining to copyright and intellectual property protection; * Accepted interlibrary loan policies and procedures; * The circulation and user management functions of an integrated library system; * Systems and applications supporting resource-sharing operations; * Access services operations in a library environment.   **As related to the major responsibilities for this position:**   * Strong leadership and team-building skills; * Strong service orientation;   Ability to:   * Provide expert and outstanding customer service to all patrons and work with the public constructively and positively; * Communicate clearly and effectively with a diverse patron population and colleagues; * Efficiently troubleshoot and resolve customer service issues; * Lead and manage complex projects; * Provide lead work direction to students; * Establish and maintain cooperative working relationships within and outside the library; * Work independently to solve complex problems; * Learn and apply policies and procedures in areas of responsibility; * Assess request workflows and prioritize tasks in order to meet deadlines; * Coordinate and provide expert guidance for resource-sharing activities; * Gather and analyze data for assessment and long-range planning; * Maintains confidentiality of records as required by Library and University policy; * Carry out library and campus-wide safety/emergency policies and procedures. |
| **List PREFERRED skills, knowledge, and abilities required for this position.** |  |

**SECTION VII. *Background Check, Credit Check, and Sensitive Information:***

1. **Background Check***: A background check must be satisfactorily be completed before a candidate can be offered this position. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for this position. The background check consists of the following: Employment and education verification, reference checks, and checks of the following systems and databases: National Social Security number/Address Locator, Felony/Misdemeanor, National Criminal Database, Federal Criminal, Department of Motor Vehicles, and National Sex Offender Registry.*
2. **Credit Check**: Credit checks will only be performed for new hires or current employees who are voluntarily reassigned or reclassified into a position that requires a credit check. To determine if this position requires a credit check, please consult with Classification & Compensation Services and reference the [CSU Background Check Policy](https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy) located at: <https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy>.

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| **Does this position require a credit check?** | ***Yes******No*** |

1. Sensitive Position*:* For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the [CSU Background Check Policy](https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy) located at: <https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy>, complete Attachment B.

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| **Does this position meet the criteria for a sensitive position?**  **See Attachment B** | ***Yes******No*** |

# SECTION VIII. SIGNATURES

Signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to position.

Employee’s Signature & Date

Position Lead Signature & Date

[Name]: \_\_\_\_\_\_\_\_\_\_\_\_, [Position Title]: \_\_\_\_\_\_\_\_\_\_\_\_

Appropriate Administrator’s/Supervisor Signature & Date

[Name]: \_\_\_\_\_\_\_\_\_\_\_\_, [Position Title]: \_\_\_\_\_\_\_\_\_\_\_\_

Dean’s or Chief Administrator’s Signature & Date

[Name]: \_\_\_\_\_\_\_\_\_\_\_\_, [Position Title]: \_\_\_\_\_\_\_\_\_\_\_\_

# Attachment A

Complete for all positions

**To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.**

**Physical Summary:** Choose one description out of the categories below that best describes this position.

**Sedentary Work:** Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).

**Light Work:** Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.

**Medium Work:** Job **i**nvolves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.

**Heavy Work:** Job involves lifting more than 40 pounds. Approximately half of the incumbent’s time will be spent walking, standing, squatting, kneeling, or climbing.

**Use codes below for each of the item(s) which most accurately describes the extent of the specific activity performed in this position.**

“C” = constantly or 6-8 hours per day “F” = frequently or 3-6 hours per day

“O” = occasionally or up to 3 hours per day “N” = never

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| **Physical Requirements of the Position** | | **Mental Requirements of the Position** | |
| O | Bending (neck) | O | Reading & Comprehending |
| O | Bending (waist) | O | Writing |
| N | Climbing | O | Performing Calculations |
| N | Crawling | F | Communicating Orally |
| O | Kneeling | O | Reasoning & Analyzing |
| O | Pushing/Pulling | F | Decision Making |
| F | Sitting |  | Other: |
| O | Squatting |  | Other: |
| F | Standing | **Environmental Working Conditions** | |
| O | Twisting (neck) | O | Exposure to variations in temperature/humidity |
| O | Twisting (waist) | N | Exposure to chemicals, gases, dust, or fumes |
| O | Walking | N | Operates machinery or drives motorized equipment |
| O | Handling Objects | N | Exposure to bio-hazards |
| O | Manual dexterity | C | Working in normal office environment |
| O | Reach above/below shoulder | O | Uses specialized equipment |
| O | Using foot controls |  | Other: |
|  | Other: |  | Other: |

# Attachment B

Complete for all positions

***Sensitive Position:*** *For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the CSU Background Check Policy located at:* [*https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy*](https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy)*.*

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| *Consideration for designation as a sensitive position per HR Technical Letter 2017-17* | | |
| 1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property? | Yes  No | For example, lifeguards, health care professionals, custodians assigned to housing areas, etc.  Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a). |
| 1. Does this position have authority to commit financial resources of the university through contracts greater than $10,000 | Yes  No |  |
| 1. Does this position have access to, or control over, cash, checks, credit cards, and/or credit card account information? | Yes  No |  |
| 1. Does this position have responsibility or access/possession of building master or sub-master keys for building access? | Yes  No | Broad access to buildings or facilities |
| 1. Does this position have access to controlled or hazardous substances? | Yes  No | Examples:   * Dispenses prescription medication. * Maintains drug formulary. * Duties requiring access to controlled substances. * Uses hazardous chemicals. |
| 1. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive? | Yes  No | Protected data ([Level 1 data](https://its.humboldt.edu/protected-data)) |
| 1. Does this position have control over campus business processes, either through functional roles or system security access? | Yes  No | Control over/ability to modify employee, student, financial databases, or other business mechanisms |
| 1. Does this position have responsibilities that require the employee to possess a license, degree, credential, or other certification to meet minimum job qualifications and/or to qualify for continued employment in an occupation or position? | Yes  No | List professional licensing, certification, and/or credential verification required *(ex. CPR/BLS certification, equivalent to Bachelor’s, etc.):*  \_\_\_\_\_\_\_ |
| 1. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death? | Yes  No | Motor Vehicle Records/Licensing Check is required (*ex. Valid CA class c driver’s license*):  \_\_\_\_\_\_\_ |
| **If you answered yes to any of the questions above, this position shall be deemed a sensitive position which may require additional background components.** | | |

# Attachment C

Complete for MPP Positions Only

**Mental Effort:**

Enter frequency of occurrence for all applicable activities using the following key:

“C” = constantly or 6-8 hours per day “F” = frequently or 3-6 hours per day

“O” = occasionally or up to 3 hours per day “N” = never

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| **Planning** | | **Performance Evaluations** | | |
|  | Forecast |  | Determine Performance Standards | |
|  | Set Program Goals |  | Authorize/Approve Awards | |
|  | Determine Budget Allocations |  | Prepare Performance Evaluations | |
|  | Establish, Implement, Revise Policies |  | Observe/Follow-Up daily | |
|  |  |  | Correct Work/Behavior Problems | |
| **Organization** | | **Employee Relations** | | |
|  | Describe Relationships Between Functions |  | Initiate Corrective Action | |
|  | Define Department/Divisional Structure |  | Authorize Formal Discipline | |
|  | Establish Priorities to Meet Goals |  | Administer Collective Bargaining Agreements | |
|  | Schedule Work for Employees |  | Prepares/Investigates Grievance Awards and Complaints | |
|  | Implement procedures |  | Formulates/Represents University Position for Formal Grievances/Complaints | |
|  | Determine work methods |  |  | |
|  | Balance multiple tasks/projects |  |  | |
| **Direction/Leadership/Supervision** | | **Other** | | |
|  | Educate |  |  | |
|  | Delegate |  |  | |
|  | Coordinate |  |  | |
|  | Coach/Train/Develop |  |  | |
|  | Recommend Formal Training |  |  | |
|  | Motivate |  |  | |
|  | Instruct/Demonstrate |  |  | |
|  | Schedule Staff/Readjust Schedule |  |  | |
| **Staffing** | |  |  |
|  | Define Roles |  |  | |
|  | Give Input to Position Descriptions |  |  | |
|  | Determine Selection Criteria |  |  | |
|  | Recruit/Interview/Select |  |  | |
|  | Orient Staff |  |  | |
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