

ACCESS SERVICES COMPETENCIES **(Revised June 18, 2008)**

Access Services include on-site use and the routine circulation of resources in all formats, special circulation of course-reserve or other restricted-use materials, on-site and remote reciprocal circulation with users of partner libraries, interlibrary loan, and document delivery.

Library Support Staff will know:

1. Classification and organization schemes for collections.
2. Processes for circulating library materials.
3. Basic characteristics of systems supporting circulation and interlibrary loan.
4. Copyright issues pertaining to access functions such as reserves, document delivery, and interlibrary loan.
5. Principles, policies, and procedures regarding user privacy in library services.
6. Policies and procedures for resource sharing among libraries.
7. Principles of security for people, equipment, and collections

Library Support Staff will be able to:

8. Propose and explain library policies and procedures regarding access services.
9. Provide quality customer service to library users.
10. Manage people with diverse needs, diverse situations, and emergencies.
11. Perform applicable financial transactions and record keeping.
12. Maintain collections by shelving, shifting, and shelf reading.
13. Assist with identifying materials for preservation and/or replacement.
14. Manage appropriate technologies and equipment for resource sharing, reserves and user services.
15. Troubleshoot and solve problems related to circulation and resource sharing processes.
16. Assist with collecting and reporting data on collections and services.