

# Access Services Supervisor - SCRC

## Posting Details

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| <b>Job #</b>                              | 042984                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Department Code</b>                    | 20640-5435                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Department</b>                         | SU Libraries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Job Title</b>                          | Access Services Supervisor - SCRC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Location</b>                           | Syracuse, NY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Campus</b>                             | Syracuse, NY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Commitment to On-Campus Experience</b> | <p>Syracuse University is committed to delivering an exceptional student experience through vibrant, engaged campus communities. This position is based at the above campus location and requires regular in-person presence to support our students, collaborate with colleagues, and contribute to our thriving academic environment. Syracuse University values the collaboration, mentorship, and spontaneous connections that happen when our community works together on campus. Remote work arrangements are limited in accordance with University policy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Pay Range</b>                          | \$25.86 - \$27.80 per hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Pay Determination</b>                  | <p>Pay rates at Syracuse University are based on a combination of factors including, but not limited to, the job responsibilities; the candidate's education, training, work experience and key competencies; the university's strategic priorities; internal peer equity; applicable federal, state, local laws, grant funding and contractual requisites; and external market analyses.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Staff Level</b>                        | S4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>FLSA Status</b>                        | Non-exempt                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Hours</b>                              | <p>Standard University business hours</p> <p>8:30am – 5:00pm (academic year)<br/>8:00am – 4:30pm (summer)</p> <p>Occasional evening hours required. Hours may vary based on operational needs. This is a 37.5 hour a week position.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Job Type</b>                           | Full-time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Unionized Position Code</b>            | Not Applicable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Job Description</b>                    | <p>The Syracuse University Special Collections Research Center (SCRC) seeks an Access Services Supervisor to ensure researchers receive consistent and equitable access to rare and unique SCRC collection material within a high volume, fast paced, and team oriented Public Services department serving SU and the broader local and global community.</p> <p>The SCRC Access Services Supervisor manages daily operations of the SCRC Reading Room, fostering a welcoming and inclusive environment in the Reading Room for all researchers and visitors, and supervises a team of SCRC Public Services student employees.</p> <p>The Supervisor is responsible for:</p> <ul style="list-style-type: none"><li>• coordinating researcher visit requests</li><li>• researching and answering reference inquiries</li><li>• participating in the reference desk rotation</li><li>• fulfilling collection requests via Aeon and Microsoft Outlook</li><li>• managing researcher requests for duplication of collection material</li><li>• contributing to additional projects as assigned</li></ul> |

The Supervisor ensures compliance with university policies governing access to records and safeguards the privacy and confidentiality of researchers, donors, and creators. The Supervisor reports directly to the SCRC Reference and Access Services Librarian and works collaboratively with staff from across the department and library.

## **Education and Experience**

### **Required qualifications:**

- Bachelor's degree in a related area or the equivalent combination of education and experience.
- Two years of relevant work experience in public service areas of a library, museum, or other cultural heritage or academic service setting.
- Demonstrated supervisory and/or service management experience.
- Demonstrated ability to conduct research and answer information requests.
- Commitment to contributing to an equitable, inclusive, and accessible environment.

### **Desired qualifications:**

- Experience with special collections or library circulation and tracking systems (e.g. Aeon, Ex Libris Alma, Jira).
- Coursework in a related field

## **Skills and Knowledge**

### **Best combination of the following:**

#### *Significant understanding of*

- Management strategies for time, organization, and prioritization.
- Equitable and inclusive customer service strategies for diverse communities.
- Workflow, documentation, and assessment systems.

#### *Ability to*

- Be a proactive, engaged, and responsive member of a team.
- Prioritize and balance multiple and competing time-sensitive tasks.
- Exercise discernment and judgement in supervising students, staff, and services.
- Think critically and creatively to understand, analyze, and solve problems related to library service and operations.

#### *Demonstrated*

- Written, oral, and interpersonal communication skills.
- Interest in learning new skills and tools.
- Experience in team building and motivating staff to increase engagement.

## **Responsibilities**

### ***Reading Room Operations***

- Supervise and manage all Reading Room operations during operational hours of the Special Collections Research Center Reading Room.
- Manage scheduling for Reading Room staffing and provide back-up coverage as needed.
- Utilizing Aeon and Outlook, coordinate visit requests for researchers, manage appointments, and prepare requested collection material.
- Routinely update and implement Reading Room and access services policies and procedures in accordance with best practices and in collaboration with the SCRC Reference and Access Services Librarian.
- Plan and implement the orientation, training, and ongoing direction of SCRC staff and student employees in Reading Room policies and procedures, including development of training documents.

### ***Student Supervision***

- Directly supervise a team of graduate and undergraduate student employees in accordance with the Service Employees International Union (SEIU) Local 200 United Hourly Student Employees agreement.
- Hire, onboard, and guide student employees, including assigning, training, and providing feedback on their work.
- Collaborate with the SCRC Reference and Access Services Librarian on new hires. Partner with Human Resources to address performance concerns and update the Librarian on outcomes.
- Provide ongoing coaching through technical guidance, corrective instruction, and professional modeling.

- Continually assess training needs, collaborate with the Reference, and Access Services Librarian to develop and implement training pathways.
- Supervise the routine retrieval and reshelving of SCRC collection materials.
- Collaborate with the SCRC Reference and Access Services Librarian when managing graduate student workers; reference activities.
- Foster an inclusive and equitable workplace culture.

### **Reference**

- Research and provide reference support related to SCRC collection materials for onsite and remote researchers via email, in-person, and phone.
- Participate in the Reading Room reference desk rotation.

### **Duplication**

- Manage researcher requests for duplication of SCRC collection material.
- Coordinate with the SCRC Reference and Access Services Librarian to ensure compliance with preservation guidelines, donor restrictions, and United States copyright law.

Other duties as assigned.

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| <b>Physical Requirements</b>                              | Enter Physical Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Tools/Equipment</b>                                    | Enter Tools/Equipment or "Not Applicable"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Application Instructions</b>                           | In addition to completing an online application, please attach a resume and cover letter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>About Syracuse University</b>                          | <p>Syracuse University is a private, international research university with distinctive academics, diversely unique offerings, and an undeniable spirit. Located in the geographic heart of New York State, with a global footprint, and over 150 years of history, Syracuse University offers a quintessential college experience.</p> <p>The scope of Syracuse University is a testament to its strengths: a pioneering history dating back to 1870; a choice of more than 200 majors, 100 minors, and 200 advanced degree programs offered across the University's 13 schools and colleges; over 15,000 undergraduates and over 6,000 graduate students; more than a quarter of a million alumni in 160 countries; and a student population from all 50 U.S. states and 123 countries. For more information, please visit <a href="http://www.syracuse.edu">http://www.syracuse.edu</a>.</p> |
| <b>About the Syracuse area</b>                            | Syracuse is a medium-sized city situated in the geographic center of New York State approximately 250 miles northwest of New York City. The metro-area population totals approximately 500,000. The area offers a low cost of living and provides many social, cultural, and recreational options, including parks, museums, festivals, professional regional theater, and premier shopping venues. Syracuse and Central New York present a wide range of seasonal recreation and attractions ranging from water skiing and snow skiing, hiking in the Adirondacks, touring the historic sites, visiting wineries along the Finger Lakes, and biking on trails along the Erie Canal.                                                                                                                                                                                                            |
| <b>EEO Statement</b>                                      | Syracuse University is an equal-opportunity institution. The University prohibits discrimination and harassment based on race, color, creed, religion, sex, gender, national origin, citizenship, ethnicity, marital status, age, disability, sexual orientation, gender identity and gender expression, veteran status, or any other status protected by applicable law to the extent prohibited by law. This nondiscrimination policy covers admissions, employment, and access to and treatment in University programs, services, and activities.                                                                                                                                                                                                                                                                                                                                            |
| <b>Commitment to Supporting and Hiring Veterans</b>       | Syracuse University has a long history of engaging veterans and the military-connected community through its educational programs, community outreach, and employment programs. After World War II, Syracuse University welcomed more than 10,000 returning veterans to our campus, and those veterans literally transformed Syracuse University into the national research institution it is today. The University's contemporary commitment to veterans builds on this historical legacy, and extends to both class-leading initiatives focused on making an SU degree accessible and affordable to the post-9/11 generation of veterans, and also programs designed to position Syracuse University as the employer of choice for military veterans, members of the Guard and Reserve, and military family members.                                                                          |
| <b>Commitment to a Respectful and Welcoming Community</b> | Syracuse University fosters a welcoming learning environment where students, faculty, administrators, staff, curriculum, social activities, governance, and all aspects of campus life reflect a broad range of perspectives and experiences. The University community values the many similarities and differences among individuals and groups. At Syracuse, we are committed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

to preparing students to engage with and appreciate the richness of backgrounds, beliefs, and experiences that shape our society. To achieve this, we strive to cultivate a community that respects and encourages open dialogue, understanding, and mutual respect.

**Quick Link** <https://www.sujobopps.com/postings/114075>

**Job Posting Date** 08/05/2026

**Application Deadline**

**Full Consideration By**

**Job Category** Staff

**Message to Applicants**

## Applicant Documents

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### Required Documents

### Optional Documents

1. Resume/CV
2. Cover Letter
3. Other Document

## Supplemental Questions

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Required fields are indicated with an asterisk (\*).

1. How did you first find out about this position?
  - sujobopps.com (Syracuse University Online Employment website)
  - Syracuse University HR Recruiter
  - Virtual Career Fair (via NYS Department of Labor)
  - SUNY EOC (Equal Opportunity Center)
  - Women's Opportunity Center
  - Jubilee Homes
  - Syracuse Northeast Community Center
  - Interfaith Works
  - JobPlus
  - Syracuse.com
  - Chronicle of Higher Education
  - HigherEdJobs.com
  - HERC (HERC Higher Ed Recruitment Consortium)
  - InsideHigherEd.com
  - Indeed.com
  - DiverseEducation.com (Diverse Issues in Higher Education website)
  - LinkedIn Job Posting
  - Facebook
  - Job Fair
  - Search Firm
  - Referred by an SU Employee
  - Other
2. If "other", please describe how you first found out about this position.  
(Open Ended Question)