Assistant Director, Access Services

Position Summary

Reporting to the Director, Access & Resource Services, the Assistant Director, Access Services (AD) provides leadership, management, vision and planning to facilitate access to materials needed for learning, teaching, and research. As a member of the Access & Resource Services Division leadership team, the AD contributes to strategic and annual division planning, including development and implementation of major strategic initiatives; oversight of services, policies, and programs; resource allocation and management; and human resource planning and management. The AD Serves as collaborator and subject matter expert for the Emory Libraries. The AD is a liaison to the Library Service Center. The AD ensures that Access Services team actively participates in collaborative programs and services within the library field at the local, state, regional, national and international level in advancement of library services, collections, and programs.

Essential Responsibilities & Duties

A. Administration

1. Oversee daily operations of the Access Services departments (Library Service Desks, Interlibrary Loan & Course Reserves, Access & Operations, Stacks, and Facilities), key service points (Woodruff Library entrance desk, the Woodruff Library Service Desk, Music & Media Library and the Science Commons), and services (circulation, reference, patron access, events support, etc.)
2. Identifies policy needs and interprets policy as needed.
3. Administers budget and manages resources within Access Services.
4. Responsible for identifying priorities and long-term planning for Access Services.
5. Evaluation of services using appropriate assessment and statistical tools and methods.
6. Responsible for planning and maintaining communication to users about Access Services via a wide range of channels.
7. Compiles statistics for access services activities for internal and external reporting.
8. Coordinates with other departments in the libraries at Emory to develop and manage workflows and services between units.
   a. Serves as a key resource regarding fulfillment and resource sharing services and opportunities, including for the Library Services Center.
   b. Develops and maintains working knowledge of public services at other Emory libraries (Goizueta Business Library, Woodruff Health Sciences Center Library, Rose Library, Law
Library, Oxford College Library, and Theology Library) to facilitate communication and collaboration.

9. Manages Access Services projects, determining project teams, scope, parameters, timelines, and deliverables. Oversees work of project teams and monitors progress to ensure outcomes.

10. Coordinate work with Research, Engagement & Scholarly Communications and Library Technology and Digital Strategies to ensure effective access to library resources and spaces for users.
   a. Participates in the review, assessment and upgrades to core library systems

11. Ensure the effectiveness of workflows and handoffs between library units.

B. Managerial Responsibilities

1. Serves as the primary administrator for Access Services with programmatic responsibility for functional areas and direct supervision of two librarians, three library managers, and indirect supervision of circa 25 staff.

2. Develop a workforce that is dynamic and responsive to the constantly changing library landscape.

3. Works with direct reports to coordinate recruitment, hiring, orientation, training, supervision, and evaluation of staff and student employees. Coaches, mentors, and counsels both direct and indirect reports, developing a staff in a positive and proactive manner and ensuring that individuals have the opportunity to develop a broad understanding of library operations and services as well as specialized skills.

4. Works with human resources to develop specific training for Access Services staff to develop need-based training. Participates in management initiatives and succession planning.

5. Responsible for developing and maintaining up-to-date librarian position responsibilities statements and library staff job descriptions for ARS staff. Reviews requests for new positions and reclassifications and submits to Director of Access & Resource Services for consideration. Works with human resources staff to facilitate reclassifications.

6. Conducts annual performance evaluations for direct reports and oversees annual process within the department ensuring that annual evaluations are conducted in a timely manner and submitted on time in accordance with campus and library policy.

7. Establishes and maintains communication with department staff to facilitate the work of the library and ensures that ARS staff is informed about library programs and initiatives.

C. Professional Responsibilities

1. Participates in appropriate professional and scholarly associations and organizations, maintaining membership and/or accreditation; attending meetings, conferences, and workshops; and serving in appointed or elected positions.

2. Maintains up-to-date professional knowledge and skills related to primary job responsibilities as well as maintaining general knowledge of current trends in higher education, academic libraries, and information and educational technology.

3. Adheres to guidelines outlined in the Handbook Governing the Librarian series for Faculty-Equivalent Librarians regarding appointment, appointment renewal and promotion-in-rank

4. Participates in library and campus committees.
**Required Qualifications**

- ALA-accredited master’s degree in Library and Information Science OR equivalent education and experience (subject expertise combined with appropriate teaching experience and/or library experience).
- Evidence of more than six years of experience managing and leading operations in an academic library, including hiring, orienting, training, coaching, counseling, and mentoring staff.
- Record of active participation, involvement, and leadership in local, state, regional, national, or international professional or scholarly associations.
- Ability to build and sustain effective interpersonal relationships with, faculty, students, staff, and administrators, both at Emory and at other institutions.
- Evidence of analytical, organizational, communication, project, and time management skills and demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time, within budget and in accordance with task/project parameters.
- Demonstrated proficiency and capabilities with personal computers and software, the Web, and library-relevant information technology applications. Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint or other productivity software.
- Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty and student population.
- Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.
- Strong customer service skills and commitment to providing service effectively in a diverse environment.
- Demonstrated knowledge of current trends and issues in access services in academic libraries, higher education, and relevant subject disciplines.
- Experience and demonstrated skill in supervision, including hiring, orienting, training and development, organizing workloads, delegating responsibility, providing guidance and direction, monitoring and evaluating performance, coaching and counseling, and taking disciplinary action as necessary. Ability to be proactive, flexible, and collaborative in order to accomplish departmental, library, and institutional goals.
- Experience in supervising and managing staff including coaching, motivating, and mentoring.
- Experience with library management systems and services and developing and implementing library technologies.
- Experience providing and managing library services.

**Preferred Qualifications**

- Advanced degree (subject master’s or doctoral) in a relevant discipline.
- Experience managing and working on large-scale library projects.
- Evidence of competence in strategic planning, budget planning, change management, in a complex environment.

**Application Procedures**

Interested candidates should review the applications requirements and apply online at [https://faculty-emory.icims.com/jobs/36593/job](https://faculty-emory.icims.com/jobs/36593/job), Requisition/Job Posting # 36593

Applications may be submitted as Word or PDF attachments and must include:

1) Cover letter of application describing qualifications and experience;
2) Current resume/vita detailing education and relevant experience; and
3) On a separate document list the names, email addresses, and telephone numbers of 3 professional references including a current or previous supervisor.
Candidates applying by June 3, 2019 will receive priority consideration. Review of applications will continue until position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer that welcomes and encourages diversity and seeks applications and nominations from women, minorities, people with disabilities and veterans.

General Information

Professional librarians at Emory Libraries are 12-month faculty-equivalent positions evaluated annually with assigned ranks renewable for 3 or 5 years based on experience and background. Appropriate professional leave and funding is provided. Depending on educational credentials and position, librarians may be considered for a shared/dual appointment between the library and academic department as a faculty member.

Librarian appointees at Emory generally have educational credentials and professional backgrounds with academic library experience and/or disciplinary knowledge and demonstrate a commitment to continuous learning, professional engagement and involvement, research and scholarship, creativity, innovation, and flexibility. Such backgrounds will normally include a graduate degree from an ALA-accredited library and information science program AND/OR a discipline-specific master’s OR doctoral degree. In addition to professional competence and service within the library in the primary job assignment, advancement and/or appointment renewal requires professional involvement and contributions outside of the library and scholarly activities. Candidates must show evidence or promise of such contributions.

Emory provides an extremely competitive fringe benefit plan that includes personal leave, holiday pay, medical and dental plans, life insurance, courtesy scholarships, and tuition reimbursement just to name a few. For a full list of benefit programs, please go to http://www.hr.emory.edu/eu/benefits/.

Description of Institution and Library

Emory University is internationally recognized for its outstanding liberal arts college, superb professional schools, and one of the South’s leading health care systems. Emory’s beautiful, leafy main campus is located in Atlanta’s historic Druid Hills suburb and is home to 7,916 undergraduates and 7,326 graduate and professional students. As the second largest private employer in Atlanta, Emory University and Emory Healthcare have a combined workforce of approximately, 33,026 and an annual operating budget of $5.6 billion. Emory University received $734 million in research funding in fiscal year 2018.

Ranked among the top 20 Association of Research Libraries (ARL) in North America, Emory University Libraries in Atlanta and Oxford, Georgia are an intellectual commons for Emory University. Comprised of 10 libraries, Emory’s collections include more than 4.8 million volumes, 300,000 plus electronic journals, 1.2 million electronic books, and internationally renowned special collections. The Stuart A. Rose Manuscript, Archives, and Rare Books Library is home to more than 80,000 rare books and over 17,000 linear feet of manuscript material. Rose Library’s collections span more than 800 years of history, with particular depth in modern literature, African-American history and culture, and the history of Georgia and the South.

Emory Libraries staff, including student workers, number approximately 390 with an overall library budget of approximately $48 million. Emory University Libraries is a member of the Association of Research Libraries (ARL), the Association of College and Research Libraries (ACRL), the Atlanta Regional Council for Higher Education (ARCHE), the Coalition for Networked Information (CNI), the Center for Research Libraries (CRL), the Council on Library and Information Resources (CLIR), the Digital Library Federation (DLF), International Federation of Library Associations and Institutions (IFLA), and the Scholarly Publishing & Academic
Resources Coalition (SPARC) as well as regional associations including the Association of Southeastern Research Libraries (ASERL) and Georgia Library Learning Online (GALILEO).

The Emory University Libraries include the Robert W. Woodruff Library, which is also home to the Goizueta Business Library, the Heilbrun Music and Media Library, and the Stuart A. Rose Manuscript, Archives, and Rare Book Library. Other campus libraries include the Science Commons, the Library Service Center operated in collaboration with the Georgia Institute of Technology, the Woodruff Health Sciences Library, the Pitts Theology Library, the Hugh F. MacMillan Law Library, and the Oxford College Library located on the Oxford Campus approximately 30 miles from Atlanta.

– February 2019

Emory University is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all applicable Federal and Georgia State Laws, regulations, and executive orders regarding nondiscrimination and affirmative action in its programs and activities. Emory University does not discriminate on the basis of race, color, religion, ethnic or national origin, gender, genetic information, age, disability, sexual orientation, gender identity, gender expression, and veteran’s status.