Professional Position Posting

Electronic & Continuing Resources Manager

Department: Content Division, Robert W. Woodruff Library
Salary: Commensurate with qualifications and experience
Position Availability: Immediately

The Emory University Libraries seek an energetic, service-oriented and collaborative professional to serve as the Electronic & Continuing Resources Manager in the Content Division of the Robert W. Woodruff Library. The ideal candidate is responsible for management, policy, planning and advocacy for print serials and electronic resources support within the Woodruff Library.

Position Summary

Reporting to Head of Woodruff Technical Services and serving as an area leader for Electronic & Continuing Resources (ECR) including print serials and government documents, the Manager is responsible for management, policy, planning and advocacy for print serials and electronic resources support within the Woodruff Library. This includes acquisitions, receipt and processing of print serials and electronic resources, binding operations, implementation, maintenance and review of licensed electronic resources and vendor products. The Manager assumes a leadership role in support of workflows committed to acquiring, describing, and providing access to serials and electronic resources in all mediums and languages. The Manager will align all processes and practices within the framework of Woodruff Technical Services organizational initiatives, foster innovation and implement constructive change as a part of evolving staff roles in strategic directions. Specific duties of the incumbent include:

- Develop plans from idea to execution and deployment to support strategic direction for technical services operations involving print and electronic resources
- Optimize ECR workflow and processes to enable cross-functional teamwork and foster cooperative relationships with related technical services operations within the Content Division
- Attract, develop, and lead staff members to maximize shared knowledge and learning to be successful in navigating changes and transitions
- Engage and motivate staff to perform as a results-oriented team focused on outcomes and service standards for stakeholders
- Implement goals and strategies that are clearly articulated and defined for staff and stakeholders so key decisions are turned into actions that produce intended results
- Incorporate methods, processes, and services with measurable goals for direct reports that contribute to organizational success
- Document all new and revised staff processes and procedures in compliance with established Woodruff Technical Services documentation methods
- Provide leadership in access management for gateway, platform services, embargos, A-Z title lists, Link resolvers, metasearch services, troubleshooting access problems and user support
- Manage relationships with stakeholders in Collection Management, counterparts in other campus libraries and Library Applications support team to identify system improvement efforts such as a new online A-Z List.
- Manage staff engaged in serials cataloging, holdings and item maintenance
- Manage staff engaged in subscription and renewal processes for print & microform serials, electronic resources, e-journals, and databases
- Manage staff engaged in handling missing, replacement, claiming and obtaining back issues and/or electronic back-files
- Manage accountable invoicing and payment procedures and practices to maintain accurate serials budgets
- Manage processing & maintenance of government documents collection in paper, CD-ROM, microforms and electronic formats
- Manage Bindery control processes and operations
- Lead the collection and reporting of business information in serials management including usage statistics, workflow metrics, and any other measures contributing to service assessment
- Develop and implement innovative products and tools to support serials and electronic resource acquisitions
  - Deploy new products and services offered by vendors and subscription agents
  - Continuously review and evaluate vendor services to optimize performance
- Collaborate with licensing manager as needed in the electronic resource licensing process, tracking terms of use, bundled and individual subscriptions and consortia agreements advantageous to Emory Libraries
- Integrate technology with local library system to streamline renewals & cancellations, registration and activation
- Responsible for ILS Serials Module use, training, and development
- Responsible for successful operation and maintenance of Link Resolver (SFX), Metasearch tool (MetaLib Knowledgebase) and additional access mechanisms (Ejournals@Emory & Google Scholar)
- Implement processes for vendor cataloging for e-resources (including MARCIVE/GPO) and participate in management of Demand Driven Acquisitions processing for serials as needed.
- Enhance existing technology solutions and explore replacement options and upgrades with vendor products
- Explore opportunities for obtaining administrative and descriptive metadata for serials, electronic products and services in collaboration with Metadata Services team to minimize local cataloging
- Maintain current awareness of trends affecting existing and emerging technology related to serials management in academic libraries through conferences & professional memberships
- Lead collaborative initiatives with stakeholders and customers in Emory Libraries to enhance discovery and delivery of serials and electronic resources to library users
- Serves as the department (or unit) head for Electronic and Continuing Resources (ECR) with programmatic responsibility for functional areas and direct supervision of 5 FTE staff that supervise student employees.
- 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 in order to develop staff in a positive and proactive manner ensuring individuals have opportunity to develop broad knowledge of library operations and services as well specialized skills. Works with LHR staff to develop specific training for staff based on need and participates in succession planning and management initiatives as appropriate.
- Responsible for developing and maintaining up-to-date librarian position responsibilities statements and library staff job descriptions for staff within department. Reviews requests for new positions and reclassifications and submits to Head, Woodruff Technical Services for consideration. Works with HR staff to facilitate reclassifications.
Conducts annual performance evaluations for direct reports and oversees annual process within the department/unit ensuring that annual evaluations are conducted in a timely manner and submitted on time in accordance with campus and library policy.

Establishes and maintains communication with department/unit staff to facilitate the work of the library and ensure library staff is informed of library activities and initiatives.

**Required Qualifications**

- Experience with e-resource and serials management, including strong familiarity with subscription agents, serials vendor products and services, and electronic resource providers.
- Knowledge of serials cataloging and metadata standards and practices for print and electronic resources.
- Knowledge of trends and practices in e-resource management, including developments in e-content acquisition/licensing, workflow, access, and delivery.
- General knowledge of license negotiation.
- Knowledge of current and emerging technologies as they apply to serials acquisitions, licensing, and other form of content provisioning.
- Experience with serials management systems and large vendor subscription agents such as EBSCO
- Ability to develop and maintain effective relationships with a wide variety of stakeholders

The following are **REQUIRED in all librarian positions.**

- 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).
- Ability to build and sustain effective interpersonal relationships with library staff, faculty and students, off campus faculty and administrators, campus administrators, etc.
- 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 and 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.
- Demonstrated knowledge of current trends and issues in academic libraries, higher education, and relevant subject disciplines.
- Evidence of active participation, involvement, and leadership in local, state, regional, national, or international professional or scholarly associations.

**REQUIRED for Supervisory & Managerial Positions**

- 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 as a supervisor in order to accomplish departmental, library, and institutional goals.
Preferred Qualifications

- Management experience in technical services operations, preferably serials and e-resource management in an academic or research library environment, or similar experience with a scholarly publisher or vendor.
- Experience with systems supporting print serials and electronic resources management such as Ex Libris' Aleph.
- Experience in or understanding of licensing and negotiation of electronic resources.
- Demonstrated analytical problem solving skills and initiative.

Application Procedures

Applications and nominations for the position are welcome and must be sent to Linda Nodine via email (eul-libjobs@emory.edu). Applications may be submitted as Word or PDF attachments and must include:

1) 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 September 6 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 and minorities.

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 contract renewal requires professional involvement and contributions outside of the library and scholarly activities. Candidates must show evidence or promise of such contributions.

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 7,656 undergraduates and 6,580 graduate and professional students. As the third largest private employer in Atlanta, Emory University and Emory Healthcare have a combined workforce of approximately, 27,747 and an annual operating budget of $4 billion. Emory University received $520.3 million in research funding in 2012. Emory recently concluded a successful fundraising campaign that raised $1.69 billion from 149,000 donors.

Ranked among the top 25 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 9 libraries, the holdings include more than 3.9 million print and electronic volumes, 83,000-plus electronic journals, and internationally renowned special collections. Emory is well known in a number of collection areas including modern literature, African-American history and culture, U.S. Southern history and culture, and U.S. civil rights. Emory Libraries staff number approximately 137 and the overall library budget is approximately $25.3 million. The Emory Libraries is a member of the Association of Research Libraries (ARL), the Coalition for Networked Information (CNI), the Center for Research Libraries (CRL), the Council on Library and Information Resources (CLIR), 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), Georgia Library Learning Online (GALILEO), and the GETSM Consortium (a
consortium of the University of Georgia, Emory, Georgia Tech, Georgia State University, and Georgia Regents University).

The Emory Libraries include the Robert W. Woodruff Library, which is also home to the Manuscripts, Archives & Rare Book Library (MARBL). Other campus libraries, which serve the specialized and professional schools, include the Goizueta Business Library, the Woodruff Health Sciences Library, the Pitts Theology Library and the Hugh F. MacMillan Law Library in addition to the Oxford College Library located on the Oxford Campus approximately 30 miles from Atlanta.

For complete posting, visit this website: http://web.library.emory.edu/about/employment-opportunities/librarian-positions