Professional Position Posting

Head of Research Services,
Manuscript, Archives & Rare Book Library

Department: Manuscript, Archives, & Rare Book Library (MARBL), 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 Head of Research Services for the Manuscript, Archives & Rare Book Library (MARBL) in the Robert W Woodruff Library. The ideal candidate will manage all facets of the Research Services unit within MARBL, including leading the planning, development, implementation, promotion, and assessment of the services provided to researchers under the leadership of the Associate Director of MARBL.

Position Duties
Reporting to the Associate Director of MARBL, the Head of MARBL Research Services is a key managerial position within the Manuscript, Archives & Rare Book Library and has responsibility for the management of the Research Services unit, including direct supervision of 3 FTE as well as student employees. The Head of Research Services manages the MARBL service desk and reading room, and leads the planning, development, implementation, promotion, and assessment of the services provided to researchers, including onsite use, in-person and virtual reference, instruction, outreach, photo-reproduction, and permissions. The successful candidate will combine demonstrated public services and management experience with knowledge of reference, instruction, and related practices that foster, support and govern the use of special collections material in an academic or research library, special collections repository, or other relevant setting.

Specific duties of the incumbent include the following:

- Serves as the unit head for Research Services in the Manuscript, Archives & Rare Book Library (MARBL) with programmatic responsibility for functional areas and direct supervision of librarians and staff.
- Responsible for planning, development, implementation, management, promotion, and assessment of services, including reference and instruction, provided to onsite and remote researchers by the Research Services unit.
- Establishes priorities and manages resources in support of the operations of Research Services.
- Develops, implements, and monitors unit action and business plans. Reports on the activities of the unit on a quarterly and annual basis.
- Oversees the MARBL service desk, reading room, and instructional spaces.
- Directs the work of and provides regular training for librarians and staff who provide reference at the MARBL service desk and via email and phone to Emory faculty, students, researchers, and staff, as well as for those who provide instruction on MARBL collections and services to Emory faculty and students.
- Reviews, develops, implements, and maintains policies and procedures for onsite and remote reference service, instruction services, and classroom use of MARBL collection material, as well as policies and procedures that govern the use of special collections material.
Responsible for creating, developing, and maintaining reference and instructional tools, aids, guides, webpages, and tutorials as needed.

Coordinates MARBL outreach efforts to academic departments, individual teaching faculty, and relevant campus groups to integrate MARBL resources and services into the coursework or programming of those groups.

Serves as MARBL’s primary liaison to groups and individuals working on the development of the Quality Enhancement Plan (QEP), a key undergraduate education initiative related to SACS accreditation and focused on the topic of “Primary Evidence”.

Reviews and assesses workflows relating to the services provided to onsite and remote researchers, and implements process improvement as needed.

Responsible for implementation of systems and workflows for requesting and tracking the use of special collections material by researchers and staff.

Compiles statistics and develops narrative and statistical reports on Research Services activities and programs. Analyzes Research Services activities and statistics and tracks institutional trends to facilitate comparison to national trends.

Conducts regular Research Services meetings to ensure appropriate staffs are kept up-to-date on Research Services activities, projects, and initiatives. Meets regularly with colleagues in MARBL for coordination and communication around collaborative work. Meets regularly with colleagues who coordinate and deliver reference and instruction services in Woodruff Library and other Emory libraries and communicates as needed.

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

Works with staff in Library Facilities and Security departments to maintain and enhance the physical space and security of the public service areas in MARBL, including the service desk, reading room, and instructional spaces.

Works with colleagues in MARBL and Woodruff Library to develop and manage the Web presence (on the library website and LibGuides) for MARBL collections and services.

Works with colleagues in MARBL and Woodruff Library to ensure all intellectual property concerns relating to the use of collections are addressed. Within established legal and policy frameworks, promotes open access to special collections material.

Explodes, proposes, and implements new technologies to meet research, reference, and instructional needs of faculty and students and enhance outreach and instruction.

Provides in-depth reference service at the MARBL service desk and via email and phone.

Consults with Emory students and faculty on the use of MARBL resources for their research, study, and teaching through in-person appointments, e-mail, and telephone.

Develops and teaches library-based and course-integrated MARBL orientation, instruction, and research education sessions for Emory faculty and students.

Serves as a member of the management team within MARBL, and works closely with Associate Director and Director of MARBL and other library staff in areas of assigned responsibility and participates in library-wide and university-wide initiatives as appropriate.

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.

Participates in library committees related to primary job assignment as appropriate and represents the library on university committees and task forces related to primary job assignment OR at the request of the Senior Vice Provost for Library Services & Digital Scholarship.

Demonstrated record of contributions to the library, archives, and/or special collections fields, including service on professional and scholarly association committees, task forces, work groups, and other entities at the local, state, regional, national, and international level, participation in appropriate professional and scholarly associations and organizations, presentations on work-related topics and research at professional and scholarly
conferences, symposia, and workshops, and/or publications on work-related topics and research in professional and scholarly publications.

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

**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).
- Three or more years of professional experience in an academic or research library, special collections repository, or other relevant setting.
- Experience in providing and managing public services such as reference and instruction in an academic or research library, special collections repository or other relevant setting; preferably with experience using and/or teaching with primary resources and demonstrated understanding of the research process.
- Demonstrated experience in planning and developing programs and in providing innovative services to faculty and students along with a record of effective outreach to faculty and students to promote services and programs and effective use of evidence-based assessment.
- Ability to analyze local environment and recognize opportunities for process improvement or the implementation of new tools and technologies.
- Demonstrated leadership ability, analytical skills, creative and innovative problem-solving skills, and a strong commitment to service excellence.
- 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 team leader in order to accomplish departmental, library, and institutional goals.
- 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.
- Working knowledge of software and systems that support services to patrons including Integrated Library Systems and other management software used in academic or research library settings.
- 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.
- Evidence of active participation, involvement, and leadership in local, state, regional, national, or international professional or scholarly associations.

**Preferred Qualifications**

- Advanced degree (subject master’s or doctoral) in a relevant discipline.
- Demonstrated knowledge of current trends and issues in academic libraries, higher education, and relevant subject disciplines and key issues and trends in public services, reference, and library instruction.
- Experience using Aeon for managing user and request workflows in special collections.
- Demonstrated experience with implementing new technologies in a special collections environment.
Experience providing and managing library services with evidence of progressively increasing scope of responsibility in a large academic or research institution library and evidence of successful record of leadership and ability to foster an organization-wide perspective that ensures effective stewardship of available resources.

Evidence of competence in strategic planning and in introducing and managing change in complex environments along with budget planning and administration, human resources management, and facilities and space planning and management in complex organizations.

**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. 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 July 16 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.

**General Information**

Professional librarians at Emory are 12-month faculty-equivalent positions appointed on 3-years renewable contracts and receive appropriate professional leave and funding. Administrative librarians are also 12-month faculty-equivalent positions appointed on 5-years renewable contracts and receive appropriate professional leave and funding. Depending on educational credentials, administrative 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 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.

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