ASSOCIATE DIRECTOR LIBRARY USER EXPERIENCE FOR ACCESS AND SPACES

Position 6552 – Associate Director Library User Experience for Access and Spaces (formerly Associate Director Access and Customer Support Services)

Brief Summary of Work -- Serves as a member of Randall Library's senior leadership team, providing high-level leadership, innovation and strategic direction for the Library user experience, broadly defined, but encompassing access services and spaces.

Detailed Job Description --

- Develops cohesive and supportive access and customer service, space planning, and marketing teams, identifying goals and guiding efforts that achieve an excellent user experience in alignment with the Library and campus strategic plan.
- Oversees the development, evaluation, and implementation of innovative, user-focused services for delivering academic and information resources to the University community at the Circulation Desk and Research Help Desk.
- Coordinates the development, interpretation, and enforcement of policies, procedures, and materials to ensure the provision of seamless public service at the Circulation Desk, the Research Help Desk, and the Learning Commons.
- Oversees the maintenance, analysis, and reporting of statistics on Circulation Desk, Research Help Desk and Learning Commons usage, as well as library traffic, for in-house assessment and planning, off-campus surveys, public-facing dashboard, annual reports, and consortial and statewide reports.
- Provides general oversight for Learning Commons operations, including training, staffing, and supervision of student assistant.
- Collaborates with the Information Technology and Systems Division to ensure efficient use of technology at the Circulation Desk, Research Help Desk, and Learning Commons.
- In coordination with Library Information Technology and Systems Division, monitors, troubleshoots, and makes recommendations regarding the circulation functions of the Integrated Library System.
- Maintains knowledge of national developments and trends in all areas of copyright and fair use, as relates to circulation and course reserves.
- Works with the campus Disability Resources Center to ensure library ADA compliance and support and services for users with disabilities.
- Coordinates effective and strategic marketing of library services, resources, and spaces.
- Serves as the lead customer ombudsman, investigating and addressing complaints of all kinds, documenting complaint and concern resolution in accordance with University guidelines and in accordance with external standards and requirements, and identifying systemic issues leading to poor customer service.
- Serves at the Research Help Desk during scheduled weekly shifts, providing individual research assistance in person, by phone, email and chat.

Coordinates Randall Library space utilization, space planning, and facilities

- Facilitates a team approach to facilities, space utilization and planning, working closely with the

Associate Directors and other stakeholders and in close consultation with the University Librarian.

- Serves as lead on space planning initiatives for active learning library spaces.
- Collaborates on and serves as a resource to collections projects that impact public spaces.
- Oversees the Library Facilities Wish List.
- Serves as lead contact with campus offices including Environmental Health and Safety, Office of Facilities, Architectural and Construction Services, Project Management, and Physical Plant.
- Coordinates space utilization based on thorough knowledge of standards and guidelines, data collection, analysis, and communication.
- Maintains strong partnership with Library building partners.

Senior Leadership Team Responsibilities

- Provides strong leadership, visible and active support, and demonstrated commitment to the mission, vision, values, and strategic objectives of Randall Library.
- Contributes to the creation, articulation, and implementation of a transformative long-range vision for the Library.
- Participates in the Library's senior leadership team with other Associate Directors, identified colleagues, group leaders, and University Librarian in clear decision making regarding budget, policy, planning, and strategic directions.
- Collaborates with Associate Directors and other colleagues to ensure consistency and efficiency of user services across Library divisions/departments.
- Fosters clear communication between the senior leadership team and the staff.
- Empowers staff to act on their own to achieve objectives.
- Generates a feeling of meaning in work, its value and importance.
- Acts as a role model in the visible promulgation of individual, organizational, and institutional values.
- Fosters a flexible, collaborative work environment and a strong team spirt, encouraging staff to establish and support creative initiatives and facilitate new partnerships and interdisciplinary projects by working across sections and departments and across the organization.
- Actively participates in grant development, writing, and administration for programs from private foundations and federal agencies.
- Ensures that the Library participates in collaborative programs and services regionally and nationally.
- Participates in state, regional, library and campus committees and outreach activities to further the mission of the library.

Library Faculty Responsibilities

- As a faculty member, participates in university and professional activities, including research, conference presentation, publication, service, and other evidence of scholarly activity.
- Participates in professional library and scholarly organizations.
- Keeps current with developments in librarianship, particularly in areas of responsibility.

- Serves at the Research Help Desk during scheduled weekly shifts, providing individual research assistance in person, by phone, email and chat.

Supervisory Responsibilities

- Supervises Access Operations Coordinator and Access Services Coordinator (SHRA library staff).
- Supervises Facility Coordinator and Cultural Activities Liaison [title pending potential personnel action] (SHRA library staff).

Explain the variety and purpose of internal and external working relationships -- The Library is a highly collaborative and team based organization. In addition to working closely with the University Librarian as the supervisor of this position, this librarian serves on the library's Senior Leadership Team. As the supervisor of the Access and Spaces division, this position works closely with all staff in the division and collaborates with other library faculty, library staff and UNCW staff and faculty

Minimum Requirements -- ALA-Accredited Master's degree in library and information science. Minimum five years of increasingly responsible, professional, relevant work experience in an academic library, with experience and dual expertise in the design and delivery of access services and in the design of active learning environments that foster collaboration, creativity, engagement, and student success. Demonstrated engagement in user experience as relates to service and space, as well as assessment of such. Previous supervisory experience. Strong leadership skills, including keen analytical and conceptual abilities; strong interpersonal and public communication skills including ability to serve as an advocate for Randall Library's suite of access and customer support services and its learning spaces. Experience with human resources (supervision, staff development, mentoring, etc.).

Preferred Requirements - - Demonstrated commitment to progressive, innovative library programs and services; commitment to serving diverse constituencies including undergraduate and graduate students, faculty and researchers and the public. Track record of success in planning and implementing assessment initiatives. Commitment to service excellence. Commitment to continuous learning and growth at every level of the organization. Ability to work creatively, collaboratively, and effectively and to play a leadership role in promoting teamwork, diversity, equality, and inclusiveness within Randall Library and the campus. Ability to build successful partnerships at the local, regional, and national level. Experience in developing and implementing strategic plans and projects. Experience in promoting library services and engaging key stakeholders. Record of scholarly and creative engagement and involvement in appropriate professional organizations. Supervisory experience of library faculty or staff. Experience in managing a research/reference service point.