Position: Librarian, Head of Public Services

Reports to: Director, Library

Department: Hoover Library

FLSA Status: Non-Exempt

Scope: A regular, full time, 12 month management position providing leadership for the library’s public services. This librarian manages the three primary public service areas of the library: Reference, Circulation/Reserves and Interlibrary Loan/Document Delivery and ensures closely aligned service points and better utilization and cross-training of staff to provide excellent customer service. Coordinates the library’s reference services with other college librarians and staff and liaises with IT Help Desk support services. Supervises two full-time staff, a grad assistant and indirectly many student assistants. Participates with other librarians in providing instruction, supporting collection development, liaison to assigned departments, and other duties as assigned. Some evening and occasional weekend hours required. The position reports to the Library Director.

BASIC RESPONSIBILITIES:
• Oversees Reference Services and provides reference services to the college community and general public
• Oversees Access Services, including Circulation, Reserves and Collection Maintenance
• Oversees Interlibrary Loan/Document Delivery Services
• Provides instruction on the use and interpretation of information resources
• Participates in library collection development
• Coordinates the student internship program for the library
• Participates in professional organizations and takes part in college academic activities
• Participates as a member of the leadership team working closely with the Library Director to advance the mission and goals of the Hoover Library.
• Performs other duties as assigned.

SPECIFIC RESPONSIBILITIES:
Oversees Reference Services and provides reference services to the college community and general public
• Assists users in conducting research, finding information and using the library’s resources.
• Ensures patrons receive helpful, responsive answers through our online reference service.
• Provides expert guidance in the use of print and electronic research resources across multiple online interfaces.
• Continuously investigates innovative methods to improve the quality of reference services.
• Maintains reference schedule and trains reference service staff and librarians in reference duties.
• Supervises the Graduate student assistant position and cross-trains for effective service.
• Responsible for the development and maintenance of the print reference collection.
• Collaborates with the E-Resources Librarian to develop and maintain the electronic reference collection.
• Develops and maintains websites for the promotion of reference services and resources.
• Liaises with IT Help Desk support services staff to ensure close communication and quality services are provided.
• Works cooperatively with IT to ensure support and maintenance of equipment is provided in a timely manner in the Information Commons and Research Lounge, including tracking computer issues.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of supervisors to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
Oversees Access Services, including Circulation, Reserves and Collection Maintenance

- Establishes and reviews departmental policies and procedures, recommends changes to access services operations and system configuration.
- Engages in short-term and long-range planning for access services, develop goals and objectives, and monitor effectiveness.
- Oversees circulation functions utilizing the Library’s ILS, including providing backup support for the library’s ILS functions in the absence of the Head of Technical Services.
- Supervises the Circulation and Reserves Manager position.
- Ensures staff effectively schedule the circulation desk and department work activities for day, evening and weekend hours, including opening and closing the building according to schedule, providing appropriate coverage for service and making sure that we are ready and operational for business, while ensuring security measures are observed to protect the building’s resources.
- Oversees control of the general collection, including shelving, shelf reading, space utilization, stacks maintenance and inventory operations.
- Oversees reserve services including coordinating faculty requests.
- Ensures patron accounts and billing are handled properly and in a timely manner, including maintaining close contact with the Bursar’s Office.
- Manages access and support for the Library’s study rooms, including technology and audio-visual equipment installation and upkeep.
- Participates in consortia meetings with other Carroll County Libraries, including jointly formulating and overseeing related policies and procedures.

Oversees Interlibrary Loan/Document Delivery Services

- Establishes and updates policies for ILL/DD, investigates and explores advances in ILL and Document Delivery services.
- Supervises the Interlibrary Loan Supervisor position.
- Assists staff in searching and locating hard to find items to fill requests.
- In the event of extended absence of staff, ensures service continues with minimum interruptions.

Provides instruction on the use and interpretation of information resources

- Prepares and delivers class presentations and demonstrations.
- Develops instructional material and prepares subject and resource guides in various formats.
- Maintains current skills with library instruction techniques and technologies.
- Participates in the development of the information literacy program.

Participates in library collection development

- Liaises with designated academic departments, coordinating and facilitating the selection of library materials appropriate to the curriculum and the library’s collection development policy.

Coordinates the student internship program for the library

- Includes writing and updating procedures, advertising position availability, reviewing applicants, coordinating with other library units and supporting students throughout their internships.

Participates in professional organizations and takes part in college academic activities

- Participates in relevant professional organizations.
- Attends professional meetings, workshops and presentations.
- Participates in college academic activities.

Participates as a member of the leadership team working closely with the Library Director to advance the mission and goals of the Hoover Library.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of supervisors to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
Performs other duties as assigned.

QUALIFICATIONS:

Required: ALA accredited Master’s Degree in Library or Information Science. Management experience and supervisory skills; reference experience; and a strong commitment to excellence in public service. Ability to work in a strongly collaborative environment and fit into the cross-functional nature and close knit community at a small liberal arts college. Strong verbal, written and interpersonal communication skills. Ability to calmly manage stressful situations and juggle multiple tasks and commitments in an effective and timely manner. Ability to successfully lead and complete a wide scope of projects. Demonstrated commitment to the use of new information technologies. Commitment to professional development and service.

Preferred: Academic librarian experience; direct supervisory experience in areas related to this position; experience managing functions in an integrated library system.

PHYSICAL CHARACTERISTICS:
Must be capable of lifting boxes and/or pushing carts of 25 lbs on a regular basis; must minimize exposure to paper/book dust, molds, and vapors from library mending and cleaning products through the use of protective masks and gloves when necessary.

TO APPLY
Please send a cover letter addressing position qualifications and related experience, resume, and the names and contact information of three professional references using the following link:
http://www2.mcdaniel.edu/jobs/apply.php?id=194. Only applications submitted through this link will be accepted. Review of applications begins January 27, 2016.

McDaniel College is an AA/EOE institution and welcomes applications from diverse candidates and candidates who support diversity. Women and Veterans strongly encouraged to apply.