Head of Access Services

The University of Miami Libraries seeks nominations and applications for a creative, innovative professional to serve as the Head of Access Services. Under the direction of the Associate Dean for Library Information Systems and Access, the Head of Access Services provides leadership, management, and coordination for all operational aspects of the Access Services Department which consists of Circulation Services, Course Reserves, Interlibrary Loan/Document Delivery Services, Off-Site Storage, and Stacks Management. This position has a key public services role in developing, evaluating, and implementing innovative, user-focused services for delivering academic information resources to the University community and fostering an environment of responsive and welcoming customer service. The incumbent works closely with the Associate Deans and other stakeholders to make recommendations regarding public and collection space utilization, and additionally serves as copyright resource person and liaison to General Counsel in matters of library copyright compliance.

UNIVERSITY: The University of Miami is one of the nation’s leading research universities in a community of extraordinary diversity and international vitality. The University is privately supported, non-sectarian institution, located in Coral Gables, Florida, on a 260-acre subtropical campus. The University comprises 11 degree granting schools and colleges, including Architecture, Arts and Sciences, Business Administration, Communication, Education, Engineering, Law, Medicine, Music, Nursing, and Marine and Atmospheric Science (www.miami.edu).

THE LIBRARY: The University of Miami Libraries (www.library.miami.edu) rank among the top 50 research libraries in North America with a collection of over 3 million volumes and 92,958 current serials titles, including 90,550 electronic journals. The Otto G. Richter Library lies in the center of the Coral Gables campus and serves as the central library for the University. Other University of Miami libraries include the Paul Buisson Architecture Library, the Judi Prokop Newman Business Information Resource Center, the Marta & Austin Weeks Music Library, and the Marine and Atmospheric Science Library. The University also has independent medical and law libraries. The Libraries provide support and services for approximately 10,370 undergraduates, 5,259 graduate students, and 13,058 full and part time faculty and staff. Excluding the independent libraries, the University Libraries employ 56 professional and 90 support staff and are a member of ARL, ASERL, CLIR, CRL, NERL, OCLC Research Library Partners, HathiTrust, APTrust, DPN, and Lyrasis.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Performance
- Administers all aspects of Access Services: Circulation Services, Interlibrary Loan/Document Delivery Services, Stacks Management, and Off-Site Storage (70%).
- Oversees Access Services operations, including hiring, training, supervision, and evaluation of department staff [6 FTE supervisors/unit heads, 13 FTE staff, and student assistants]
- Coordinates cross-functional activities among the individual units within Access Services and fosters a work environment that supports staff development and ensures quality, efficiency, and responsiveness of user service.
- Develops, coordinates and communicates access and circulation policies to public and library staff; handles complex patron situations with tact, discretion, and equity.
- Responsible for maintaining, analyzing, and reporting statistics on usage of library materials.
- Manages departmental budget and oversees billing and collection of fines for library materials.
- Responsible for the integrity of the patron database, maintaining circulation parameters of the online system, and providing support/troubleshooting for the circulation module of the integrated library system in coordination with the Integrated Library Systems Coordinator.
- Serves as liaison to Cataloging & Metadata Services and other library departments in support of the maintenance of the bibliographic database.
- Develops and enhances new/existing user services in areas such as document delivery and electronic reserves.
- Monitors collection capacity in library facilities and works with Associate Deans to identify appropriate strategies for collection transfer, storage, and/or de-selection.
- Serves as copyright liaison to University General Counsel and acts as the Libraries’ resource person for copyright compliance in library services and programs.
- Maintains knowledge of national developments and trends in all areas of access services.

Service

- Serves as a standing member of the Departmental Representatives Group; Participates in Library and University organizations, committees, task forces, and teams as appropriate.
- Networks, collaborates and actively participates in local, regional, national, or international organizations regarding issues in access services, resource sharing and document delivery, and academic librarianship.
- Represents and promotes the University of Miami Libraries in local, state-wide, regional, national, or international organizations as appropriate.

MINIMUM QUALIFICATIONS

- Master's degree in library science from an ALA-accredited program or equivalent.
- Three years or more professional experience in access services.
- Significant successful staff supervisory experience in a busy, team-oriented setting.
- Demonstrated success in project management, including ability to manage multiple priorities.
- Strong management, organizational, and problem-solving skills; demonstrated initiative and service commitment to library users.
- Experience with the use of technology in the delivery of circulation services, knowledge of trends in access services, and familiarity with current practices for copyright compliance.
- Evidence of ability to communicate effectively, judiciously, and tactfully, both orally and in writing with faculty, students, and University/Library staff.
- Ability to maintain effective working relationships with colleagues, faculty, and staff in a complex and rapidly changing environment.
- Evidence of continued professional development, involvement, and contribution.
PREFERRED

- Experience with space-planning and collection management
- Experience managing off-site storage services
- Experience managing/administering access services software [e.g. ILS/Circulation, e-reserves [Ares preferred] ; interlibrary loan [Illiad preferred]
- Experience with assessment of user services

SALARY AND BENEFITS: Compensation will be competitive and commensurate with experience and qualifications. This is a non-tenure track faculty appointment at the Librarian Assistant or Associate Professor rank. The position offers a comprehensive benefits package including: TIAA-CREF; medical and dental insurance; life, disability, and long-term care insurance available; tuition remission; 13 paid holidays; and 22 days annual vacation. Additional employment benefits available include credit union; Employee Assistance Program; bookstore, and sporting event discounts; optional fee-based membership in a state-of-the-art wellness center, and no state or local income taxes. More information on benefits can be found at: http://www.miami.edu/benefits/pdf/bensum-faculty06.pdf.

APPLICATIONS AND NOMINATIONS: Review of applications will begin immediately and continue until the position is filled. Applications and nominations will be accepted until a suitable candidate is selected. Applications should be submitted electronically and must include a letter of interest, curriculum vitae and the names of three references. The references will not be contacted before the appropriate time. Send nominations and applications to:

Human Resources Manager
Otto G. Richter Library
University of Miami
P.O. Box 248214
Coral Gables, FL 33124-0320
e-mail: richter.recruiting@miami.edu

The University of Miami is an Equal Opportunity Affirmative Action Employer. The University has a strong commitment to diversity and encourages applications from candidates of diverse cultural backgrounds.