Position: Library Department Head I, Multimedia and Access Services (Job No: 496721)
Deadline: Sunday, September 12, 2021
Pay Grade: 32E or 33E

The University of Delaware Library, Museums and Press seeks a motivated, creative, and user design-oriented professional to serve as Head, Multimedia and Access Services. This position manages two professional direct reports who are coordinators of the public service units: Access Services and the Student Multimedia Design Center (SMDC). This position reports to the Associate University Librarian for Public Services and Space Planning and collaborates often with the Collections division, Library IT, the manager of the Education Resource Center, and Reference and Instructional Services.

The Access Services unit comprises three areas: Circulation and Reserve (which includes the branch libraries of Physics, Chemistry and Marine Studies), the Library Annex, and Stacking. This unit manages the primary in-person service desk located just inside the entrance to the Morris Library. It has the most extensive service hours, including weekends and evenings, of all service areas. The unit is also responsible for the circulation service configuration for the Integrated Library System (ILS), currently OCLC Worldshare Management Services, and works with campus partners to support and maintain the ILS.

The SMDC unit provides a range of ever-changing and technology-rich in-person and online services and instruction related to the hardware, software, equipment for loan and studios in their space that support the creation of multimedia content. The SMDC works closely with teaching and learning librarians to coordinate the Library's multimedia literacy program. Due to the highly technical nature of the equipment for loan and spaces located on the lower level, this service desk will remain open in the near term.

The functions and staff of another former service desk supporting the film and video collection, have been absorbed into both units in the department. Work to support access to the collection and the equipment to view it has been shared among the department units. Interlibrary loan materials will also be checked out by borrowers from the consolidated service desk, and staff will refer users to consultation services offered by various Library units.

Major Responsibilities:
- Provide leadership and strategic direction for the Access Services and Multimedia Department, which includes two units: Access Services and the Student Multimedia Design Center.
- Create, refine, and communicate a broad vision for the department in alignment with the priorities of the Library and the University.
● Develop and enact anti-racist policies and practices that ensure equitable, accessible service to a diverse community of users.

● Foster an environment of collegiality and teamwork for the 19.5 FTE department staff, cultivating a respectful and inclusive work environment that empowers staff and values input from all employees.

● Support an environment of growth in staff development by exploring and implementing new approaches to user design/user experience while continuing to improve a consolidated service model.

● Manage the departmental student assistant budget and the SMDC technology budget.

● Work with Library communications team to promote services to users; plan for wayfinding and applicable programming for library users.

● Participate in the planning and implementation of library services and operations as a member of the Library Management Council and represent the department.

● As a member of the Library Management Council (LMC), participate in the planning and implementation of library services and operations and represent the department in collaborations with LMC colleagues, other Library staff and University partners.

● Maintain currency on trends related to university needs, technology and library services, and continually assess department activities to plan for future improvements.

Qualifications:

Required:

● ALA-accredited graduate library degree.

● Minimum of five years of professional work experience providing user access to materials and multimedia/technology support in an academic library.

● Demonstrated ability to provide effective leadership for a key department and for staff who directly provide services to students, faculty and staff in a rapidly changing environment.

● Strong organizational skills and the demonstrated ability to manage complex projects successfully.

● Flexibility, creativity and the ability to thrive in a complex, changing environment with competing demands.

● Demonstrated ability in planning, introducing, and managing change.

● Excellent written and oral communication, interpersonal communication and public presentation skills.

● Strong commitment to service excellence.

● Familiarity with human resource policies and practices.

● Ability to successfully motivate, encourage and reward staff.

● Commitment to fostering a diverse and antiracist educational environment and workplace and an ability to work effectively with a diverse faculty, staff, and student population.

● Knowledge of emerging trends in academic libraries related to public services, the backend of an integrated library systems, and the technology used to create multimodal projects in an academic setting.
Preferred:
- Three years progressively responsible management experience.

General Information: The University of Delaware has a long tradition of excellence beginning in 1743 and extending to the research-intensive, technologically advanced institution of today. The University provides a broad range of academic programs at the undergraduate, master, and doctoral levels. There are over 1,100 full-time faculty and 4,000 staff serving a student body of over 21,000. The beautiful 970-acre main campus in Newark, Delaware, is centrally located within one hour of Philadelphia and two hours from New York and Washington, DC.

The University of Delaware Library is committed to student success, scholarly research and inclusive excellence. The Library is strongly committed to fostering diversity within our community. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. The Library collaborates with strategic campus partners to achieve these priorities, as well as with national professional organizations including the Association of Research Libraries, Center for Research Libraries, Coalition for Networked Information, Council on Library and Information Resources, Digital Library Federation, OCLC Research Partnership, SPARC, HathiTrust, the National Digital Stewardship Alliance, the National Network of Libraries of Medicine (NN/LM) and the ACRL Diversity Alliance.

Benefits: 22 vacation days. Choice of 403B retirement plan with 11% of salary contributed by the University. Tuition remission for dependents and spouses, and course fee waiver for employee. Full information about University of Delaware benefits is available at: http://www.udel.edu/Benefits/

Appointment: Appointment expected at the rank of Associate Librarian / Library Department Head I (pay grade 32E) or full Librarian / Library Department Head II (pay grade 33E). This is a career rank exempt position in the University of Delaware Library Rank and Promotion System. Department Head responsibilities are assigned for a renewable five year-term.

To Apply: Include cover letter and resume, along with the names and contact information of three employment references, in a single document, following University of Delaware application instructions at http://www.udel.edu/udjobs/.

Equal Employment Opportunity:
The University of Delaware is an Equal Opportunity Employer which encourages applications from minority group members, women, individuals with disabilities and veterans. The University's Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html. Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.