



Head of Research Services

Department: Rose Library, Research Services

Salary: Commensurate with qualifications and experience

Position Availability: Immediately

Position Summary

Reporting to the Associate Director of the Stuart A. Rose Manuscript, Archives, and Rare Book Library, the Head of Research Services is a key managerial position within the Rose 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 provides leadership in developing outstanding research services including overseeing reference, reading room, outreach, and instruction activities. Partnering with the University Archivist and Curators, the Head of Research Services leads outreach and instruction that complements collecting strengths, pedagogical and programmatic goals. The Head of Research Services fosters a welcoming and inclusive service environment that prioritizes the user experience alongside practices that promote collection preservation and security. The incumbent works collaboratively across Rose Library teams and with Emory Library service points to define and oversee the Rose Library service desk and reading room, in line with Rose Library and Emory Libraries mission and vision and commitment to diversity, equity and inclusion. The Head of Research Services is responsible for ensuring that the Rose Library systems for researchers are consistent with user systems employed throughout the Emory University Libraries. They lead the planning, development, implementation, promotion, and assessment of the services provided to researchers, including onsite use, in-person and virtual reference, instruction, outreach, exhibitions, loans, reprographic services, and permissions, leveraging library-wide systems and infrastructure. The incumbent seeks feedback from users, including faculty, staff, students, and visiting scholars, and from Rose Library colleagues, to continually assess and improve access to the Rose Library, and fosters a team that is highly collaborative, innovative, and user focused. The Head of Research Services oversees adherence to Emory University, Emory Libraries, and Rose Library policies and procedures that support access and user-oriented services.

In addition, the incumbent works with subject experts and instruction staff in Woodruff Library and other Emory University Libraries (Goizueta Business Library; Woodruff Health Sciences Center Library; MacMillan Law Library; Oxford College Library; and Pitts Theology Library) to foster a collaborative community of practice that supports users and provides reference and instruction service. The Head of Research Services acts as an advocate for researcher needs, participating as a member of the Rose Library Leadership Team, Operations Team and related committees throughout the University Libraries.

Emory Libraries requires that our employees recognize diversity, equity, and inclusion as essential core values to achieving our mission to enrich the quality of life in an inclusive work environment through competency training, reassurance of personal growth, restorative communication practices, and embrace our diverse identities of patrons within the Emory community.

Essential Responsibilities & Duties

A. Management of Research Services Operations

- Responsible for planning, development, implementation, management, promotion, and assessment of services provided to onsite and remote researchers by the research services unit in the Stuart A. Rose Manuscript, Archives, and Rare Book Library.
- Oversees the work of staff/teams responsible for all research services activities, including outreach, instruction, reference services, and providing onsite and remote access to Rose collections.
- Establishes priorities and manages resources in support of promoting and providing access to Rose Library collections, in alignment with Rose Library's mission and priorities, Emory's curricular goals, donor agreements, and University and library policies.
- Oversees the Rose Library service desk, reading room, and instructional spaces.
- Ensures fair and consistent application of Rose Library policies and procedures that govern the use of special collections material.
- Promotes updates to user-facing policies and procedures to ensure inclusive access to special collections.
- Seeks improvements to workflows relating to the services provided to onsite and remote researchers, to ensure that broad classes of users' access collections and services.
- Responsible for creating, developing, and maintaining instructional tools, aids, guides, webpages, and tutorials, informed by user needs and compliant with American Disabilities Act guidelines.
- Compile statistics and develop narrative and statistical reports on user engagement with Rose library collections and research services, including reference, instruction, outreach, programs, and exhibitions. Analyzes Research Services activities and statistics and tracks institutional trends to facilitate data-driven service improvements. In addition to providing regular reports on user engagement, provide reports as needed in support of departmental goals.
- Communicate regularly about the activities, projects and initiatives managed by the Research Services Unit, including contributing to annual reports and providing a variety of reference and engagement stats for annual assessment efforts.
- In partnership with the University Archivist and Curators, promotes user engagement with Rose Library collections and services.
- Proactively leads Research Services' participation in Rose Library strategic planning, managing Research Services projects, determining project teams, scope, parameters, timelines, and deliverables, and ensures team progress toward Rose Library goals is documented and shared. Oversees work of project teams and monitors progress to ensure outcomes.
- Works closely with Rose Library Operations Manager and with staff in Library Facilities and Security departments to maintain and enhance the physical space and security of the public service areas on Level 10, including the reference desk, reading room, and instructional spaces.
- Responsible for coordinating Rose Library website content is accurate, current, and that content managers are identified, trained and able to keep their content up to date.
- In collaboration with Collections Services and the Office of Scholarly Communications, promotes broadest use of Rose Library collections within legal and policy frameworks.
- Explores, proposes, and implements new technologies and services to meet research, reference, and instructional needs of faculty and students and enhance outreach and instruction.
- Maintains working knowledge of services and programs in Woodruff Library and other Emory University Libraries (Goizueta Business Library; Woodruff Health Sciences Center Library; MacMillan Law Library; Oxford College Library; and Pitts Theology Library) to facilitate communication and collaboration. Fosters Research Services staff awareness of these resources and ability to promote to patrons.

- Performs other duties related to Research Services as needed to accomplish the goals of the unit and library.

B. Reference Services

- Responsible for overall planning, development, implementation, promotion, and assessment of Rose Library reference programs including reference and consultation services provided to onsite researchers at the reference desk and reading room and to offsite researchers via email and phone.
- Directs the work of and provides regular training for archivists and staff who provide reference at the research services desk and via email and phone to Emory faculty, students, researchers, and staff.
- Responsible for creating, developing, and maintaining reference tools, aids, guides, webpages, and tutorials to promote online learning and engagement with collections.
- Responsible for ensuring that Rose Library staff have access and training for use of research services systems, methods, and tools used to enable access and track reference questions, including Aeon, DeskTracker, LibCal, LibWizard, etc. Requires proactive sharing of information in ways that are digestible to many learning styles, as well as centralized documentation.
- Works with reference staff in Woodruff Library and other Emory University Libraries (Goizueta Business Library; Woodruff Health Sciences Center Library; Law Library; Oxford Library; and Theology Library) to promote a community of practice for reference services across all libraries.
- Provides in-depth reference service at the research services desk and via email and phone.
- Consults with Emory's students and faculty on the use of Rose resources for their research, study, and teaching through in-person and remote appointments.
- Consults with researchers on general Rose Library and specific copyright and permissions inquiries and possible strategies for use.
- Consult with researchers and encourages collaboration with Curators and ECDS in developing projects that make use of Rose Library materials, including but not limited to theses and dissertations; monographs; exhibitions; documentaries; feature films; performances; programs; symposia; and digital scholarship of all kinds.
- Coordinates high resolution scanning services for patrons, internal and exhibitions use.

C. Instruction Services

- Responsible for overall planning, development, implementation, promotion, and assessment of Rose Library online and in-person instruction programs including orientation, in-depth and show and tell instruction, and research education sessions for undergraduate and graduate students and faculty development offerings.
- Manages an integrated instruction program, working with curators, subject librarians, and other library staff who provide instruction with Rose collections and services to Emory faculty and students, integrating collection experts and pedagogical practitioners into the Rose instruction program.
- Coordinates Rose outreach efforts to academic departments and teaching faculty in collaboration with the Collection Development team, ensuring that the Rose Library's resources and services are integrated into the curriculum and that Rose services are responsive to faculty and student needs.
- Ensures compliance with policies and procedures for instruction services and classroom use of Rose collection material.
- Supports instruction archivist in fostering partnerships and innovative solutions and strategies to ensure that instruction offerings meet faculty demand, and curricular needs.

- Develops and maintains working knowledge of education and outreach services and programs in Woodruff Library and other Emory libraries (Goizueta Business Library, Woodruff Health Sciences Library, Law Library, Oxford Library, and Theology Library) to facilitate communication and collaboration.
- Develops and teaches library-based and course-integrated Rose orientation, in-depth and show and tell instruction, and research education sessions for Emory faculty and students.
- Coordinates, with Rose instruction colleagues and subject librarians, the Archives Research Program.

D. Outreach Services

- In partnership specifically with the University Archivist and Collection Development team, and generally with Rose Library staff, responsible for high-level planning, development, implementation, promotion, and assessment of Rose Library outreach activities, including exhibitions, programming, social media management, and K-12 outreach.
- Manage and direct the work of staff responsible for developing and implementing an integrated, cross-platform social media strategy to promote the Rose Library's collections, services, exhibitions, and events.
- Manage and direct the work of research services staff responsible for community outreach and engagement, in alignment with University Archives and curatorial engagement and outreach goals.
- Coordinates the planning of Rose Library programs and events, supporting the curators and University Archivist with outreach efforts to engage diverse communities, in alignment with library priorities.
- Oversees the outreach archivist who coordinates, with other Library and campus units, on planning, developing, and promoting Rose Library and events, exhibitions, and activities.
- Coordinates the use of Rose Library materials in exhibitions and loans to other institutions with the Emory Libraries Preservation Office and Exhibitions team.
- Directly responsible for ensuring that the Magee Gallery and interactive digital kiosks are regularly refreshed and programmed, coordinating, and supporting the work of curators, archivists, librarians, and library staff who propose exhibitions for the Magee Gallery, including digital kiosks.
- Responsible for coordinating visits, tours and filming of the Rose Library's collections, spaces, and services. Must be able to juggle competing demands to be able to respond to requests with little notice. Physically and virtually.

E. Managerial Responsibilities

- Serves as the department (or unit) head for Research Services, with programmatic responsibility for functional areas and direct supervision of librarians (and/or staff) (4 FTE and student employees).
- 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. Works with LHR staff to develop specific training for staff based on need and participates in succession planning and management initiatives as appropriate.
- Responsible for developing and maintaining up-to-date librarian position responsibilities statements and library staff job descriptions for staff within department. Reviews requests for new positions and reclassifications and submits to Director of Rose Library for consideration. Works with HR staff to facilitate reclassifications.

- Conducts annual performance evaluations for direct reports and oversees annual process within the department/unit ensuring that annual evaluations are conducted in a timely manner and submitted on time in accordance with campus and library policy.
- Establishes and maintains communication with department/unit staff to facilitate the work of the library and ensure library staff is informed of library activities and initiatives.
- Mentors, coaches, and supports a collaborative culture where conflicts are resolved, communication is professional, and trust is fostered.

F. Professional Responsibilities

- Participates in appropriate professional and scholarly associations and organizations including maintaining membership and/or accreditation; attending meetings, conferences, workshops; and serving in appointed or elected positions.
- Maintains up-to-date professional knowledge and skills in areas related to primary job assignment as well as maintains general knowledge of current trends in higher education, academic libraries, and information and educational technology.
- Provides reference assistance to Emory's students and faculty, visiting scholars, and the public as needed and assigned.
- Adheres to guidelines outlined in the *Handbook Governing the Librarian series for Faculty-Equivalent Librarians* to ensure appointment, appointment renewal and promotion-in-rank
- Participates in library and campus committees as appropriate for service purposes.
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- Participates in library and campus committees as appropriate for service purposes.

Required Qualifications

1. ALA-accredited master's degree in Library and Information Science OR equivalent education and relevant library experience.
 2. 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.
 3. Five or more years of professional experience in an academic or research library, special collections repository, or other relevant setting.
 4. Demonstrated experience providing reference and instruction services in a special collection's environment.
 5. Ability to build and sustain effective interpersonal relationships with library staff, faculty and students, off campus faculty and administrators, campus administrators, etc.
 6. Ability to clearly and effectively communicate the value of and potential uses for primary source material to a variety of audiences
- Experience in consulting with and providing research support to researchers at all experience levels.

7. Demonstrated experience articulating vision and goals and managing multiple projects and staff members to accomplish the work of a unit.
8. Ability to analyze local environment and realize opportunities for process improvement or the implementation of new tools and technologies.
9. Demonstrated leadership ability, analytical skills, creative and innovative problem-solving skills, and a strong commitment to service excellence.
10. Excellent ability to prioritize and foster team agility in prioritizing multiple and competing projects and demands.
11. 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.
12. Exceptional communication skills
13. 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.
14. Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty and student population.
15. Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.
16. Demonstrated knowledge of current trends and issues in academic libraries, higher education, and relevant subject disciplines.
17. Evidence of active participation, involvement, and leadership in local, state, regional, national, or international professional or scholarly associations.
18. 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 supervisor in order to accomplish departmental, library, and institutional goals.

Preferred Qualifications

- Experience in supervising and managing librarians and staff including coaching, motivating, and mentoring.
- Evidence of competence in strategic planning and in introducing and managing change along with budget planning and administration, human resources management, and facilities and space planning and management in complex organizations.
- Experience in teaching with and developing curriculum using primary sources.
- Experience in developing community-based projects.
- Experience with exhibition planning, management, and installation.

Application Procedures

Interested candidates should review the applications requirements and apply online at apply.interfolio.com/94439 Requisition/Job Posting #94439.

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.
4. This is a key leadership position in Emory Libraries that manages and leads a diverse, service-oriented team. In a separate statement, please share your management and leadership philosophy, including how you would foster diversity, equity, and inclusion at Emory University Libraries. Please limit your response to no more than 3 paragraphs.

Candidates applying by Friday, October 15, 2021 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, minorities, people with disabilities and veterans.

General Information

Professional librarians at Emory Libraries are 12-month faculty-equivalent positions evaluated annually with assigned ranks renewable for 3 or 5 years based on experience and background. Appropriate professional leave and funding is provided. Depending on educational credentials and position, 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 appointment renewal requires professional involvement and contributions outside of the library and scholarly activities. Candidates must show evidence or promise of such contributions.

Emory provides an extremely competitive fringe benefit plan that includes personal leave, holiday pay, medical and dental plans, life insurance, courtesy scholarships, and tuition reimbursement just to name a few. For a full list of benefit programs, please go to <http://www.hr.emory.edu/eu/benefits/>.

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 7,836 undergraduates and 6,677 graduate and professional students.

Ranked among the top 25 Association of Research Libraries (ARL) in North America, Emory Libraries in Atlanta and Oxford, Georgia are comprised of 7 libraries, including the Robert W. Woodruff Library, which is home to the Stuart A. Rose Manuscript, Archives, & Rare Book Library; the Goizueta Business Library; and the Heilbrun Music and Media Library. Other libraries include the Atwood Science Commons, the Woodruff Health Sciences Library, and the Oxford College Library located on the Oxford Campus approximately 30 miles from Atlanta. Other libraries at Emory include the Pitts Theology Library and the Hugh F. MacMillan Law Library.

Emory's collections include more than 4.2 million volumes, 83,000-plus electronic journals, 704,535 electronic books, and internationally renowned special collections. The Rose Library is Emory's principal repository for

rare and special materials. Home to over 250,000 rare books and over 15,000 linear feet of manuscript material, Rose Library's collections span more than 800 years of history—with particular depth in modern literature, African American history, and the history of Georgia and the South.

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), the Digital Library Federation (DLF), 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).

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Emory University is an equal employment opportunity and affirmative action employer. Women, minorities, people with disabilities and veterans are strongly encouraged to apply.

Diversity Statement

Emory Libraries recognize diversity, equity, and inclusion as core values integral to achieving our mission to enrich the quality of life and advance intellectual discovery by connecting people of diverse backgrounds and experiences. We champion an inclusive work environment through competency training, reassurance of personal growth, restorative communication practices, and diverse recruitment and retention. We offer exhibits, collections, programming, and research assistance that speaks to the rich needs and identities of patrons from the Emory community and beyond. We encompass opportunities that strengthen these values. We invite you to bring your true self to the library and feel welcomed when you arrive.

Emory University is an Equal Opportunity/Affirmative Action/Disability/Veteran Employer.