

University of California Santa Barbara Library seeks a HEAD OF ACCESS and DOCUMENT DELIVERY SERVICES

Under the direction of the Associate University Librarian for Research & Scholar Services the Head of Access and Document Delivery Services has primary planning, managerial, and administrative responsibility for the Access Services and Document Delivery Services Department including circulation, print and electronic reserves, stack services, remote storage, interlibrary loan, document delivery, and print and copy services.

Provides leadership for the development and implementation of programs which promote innovative and relevant services. The Head works collaboratively with public and technical services departments to provide user centered service throughout the library system. Serves on a number of library committees, and represents the UCSB Library in local, University of California system-wide, regional and national matters related to access services.

Supervises, trains, and evaluates staff in the provision of innovative, effective, and efficient services and is responsible for establishing goals and objectives for the department. Confers regularly with unit heads and meets regularly with the entire department to review activities and procedures and to explore new service opportunities and programs. Develops service standards and monitors services to assure that the service standards are met or exceeded. Responsible for the allocation and management of the student assistant budget. Oversees library participation in consortial resources sharing programs. Assures compliance with relevant intellectual property and copyright guidelines, especially fair use provisions, for the department.

Systematically and strategically collects and analyzes user statistics regarding department programs with the purpose of continually improving these services or expanding the department's service portfolio to meet or exceed user needs and expectations. Responsible for the interpretation and coordination of Library and University policies and practices relevant to the department.

Responsible for and facilitates long range planning for the physical arrangement of the collections in coordination with Collection Services. Responsible for the management and maintenance of collections in remote locations and for providing efficient access to these resources and their rapid delivery. Participates in emergency and disaster planning.

REQUIRED SKILLS, KNOWLEDGE, ABILITIES, AND COMPETENCIES

MLS degree from an ALA-accredited program; at least 5 years supervisory experience in an academic library; proven supervisory skills and leadership abilities; knowledge of library circulation, reserves, stacks, document delivery, interlibrary loan and learning management systems and policies; ability to communicate effectively both orally and in writing; strong analytical and organizational skills; demonstrated team building and collaborative skills; ability to plan and manage a large departmental student budget; facility with computers and proficiency in using database, spreadsheet, project management and space planning software; competent in copyright, and its fair use exception, as it applies to using and accessing library resources.

PREFERRED QUALIFICATIONS

Experience with Ex Libris Aleph 500 Integrated Library Systems; program development and project management experience; proficiency with Microsoft Office Suite; experience with copy and print services and associated accounting practices; working knowledge of copyright and fair use; familiarity with OCLC WorldCat Resource Sharing and Virtual Document eXchange (VDX); knowledge of resource sharing protocols; experience in space planning, collections relocation and library building renovation; experience in conflict resolution and mediation techniques; proven record of change management and commitment to staff development.

The Department is especially interested in candidates who can contribute to the diversity and excellence of the academic community through research, teaching and service. The University of California is an Equal Opportunity Affirmative Action employer.

APPLICATION

Please send resume and cover letter with three professional references to the attention of:

Alan Grosenheider
Associate University Librarian
Organizational Development & Effectiveness
University of California Santa Barbara
University Library
Santa Barbara CA 93106-9010
alang@library.ucsb.edu
(805) 893-4098

To receive full consideration, applications should be received by January 11, 2013. Position is open until filled.