



California State University, Fresno

Vacancy # 13530

Director of Learning, Research, and User Services - Administrator II

Salary:

The salary is competitive and is negotiable depending on the strength of qualifications. This is a CSU Management Personnel Plan (MPP) position with an attractive benefits package which includes but is not limited to: a vacation accrual rate of 16 hours per month; 12+ paid holidays; excellent choice of medical, dental and vision insurance, long term disability coverage, life insurance; and retirement benefits.

Classification Salary Range:

\$44,712 - \$153,204

Anticipated Starting Salary:

\$85,000 - \$95,000

Overview:

Library Environment:

The Henry Madden Library at California State University, Fresno, is the largest academic library in California between Los Angeles and San Francisco. With over 1.5 million visitors a year, the 339,000 square foot library serves as the hub of the campus community. It provides innovative services including technology lending to both faculty and students, a growing digital repository, integrated information literacy instruction, and student-centered campus partnerships. The library has helped lead the CSU's transition to a system-wide unified library management system, ALMA, with full transition to be completed prior to the 2017-2018 fiscal year.

The library has over a million print volumes, hundreds of thousands of electronic resources, and significant special collections of children's literature, teacher resources, music and media, World's Fair materials, local and regional history, and hosts numerous rotating exhibitions and campus and community events. The library also uses 3M's RFID system to safeguard its assets. Library personnel include 18 library faculty, 39 support staff, and 29 FTE student assistants. For more information, visit <https://library.fresnostate.edu/>.

Position Summary:

The Director of Learning, Research and User Services reports to the Dean of Library Services and serves as a member of the library's leadership team which prioritizes strategic initiatives, plans library-wide services, and facilitates operations. The Director of Learning, Research and User Services is a new position and will oversee a division handling over 1 million transactions every year, encompassing circulation, course reserves, technology lending, virtual reference, outreach programs and library instruction. In addition to managing the public-facing areas in the Henry Madden Library (Fresno State's main library), the Teacher Resource Center and the Music and Media library, the Director works collaboratively with the Special Collections Research Center and the Arne Nixon Center for the Study of Children's Literature, and Collection Development to create an engaged, student-centric learning environment throughout the Library. The Director serves as the collaborative partner and point of contact for the Center for Faculty Excellence, Services for Students with Disabilities (SSD) and the Learning Center, and others.

The Director will plan, organize, and lead the User Services Division to best meet the needs of the Library's internal and external community of users. The Director will supervise and mentor all user services faculty and staff and oversee the faculty liaison program, providing vision, oversight and accountability. In this role, the Director will serve on library, campus, and consortia committees as appropriate; contribute to the profession through engagement with appropriate internal and external organizations; and participate in research, publication, and other professional and scholarly activities.

Understanding the art and science of designing and delivering high quality library services, the Director will evaluate physical and digital services promoting consistent service standards, policies and procedures. A focused and analytical mindset is important in this

role for data-driven decision making, balanced with a passion for user engagement, high-impact practices and a student-focused vision for the division.

Working closely with the leadership team, the Director will lead library renovations, space planning and design initiatives and collection augmentation.

As a leader, the Director will foster an environment where strategic initiatives and risk taking are encouraged. As a member of the leadership team, this person is responsible for library-wide planning and policy making. The incumbent works with other library leaders to shape the strategic direction of the Henry Madden Library.

DUTIES AND RESPONSIBILITIES

- Ongoing assessment and evaluation of the existing operations and organizational structure of User Services Division;
- Develop new strategies that will maximize available resources and identify new, innovative and productive partnerships and collaborations;
- Lead efforts to assess user needs and communicates these needs clearly to the Dean of the Library, and the library faculty and staff;
- Lead efforts in alignment with the university mission and strategic priorities to provide services and resources focused on student success, retention and the Graduation Initiative 2025;
- Facilitate strategic development and planning of interdependent with other divisions: User Services, Collections Management and Administrative Services and the integrated library system, ALMA;
- Build upon the success of the Library's existing liaison and instruction program by providing leadership and accountability in support of services and resources that contribute to student success and faculty productivity;
- Work collaboratively across campus with university faculty and partners to develop a range of user-centered services in support of students, faculty, and staff; and
- Lead workforce planning efforts within the User Services Division
 - Analyze staffing needs in the division and seeks new positions as necessary.
 - Perform or oversee the hiring, supervision, and evaluation of faculty/staff in the division.
 - Ensure adequate training and professional development for faculty/staff in the division.

Qualifications:

KNOWLEDGE, SKILLS, ABILITIES

- Ability to articulate and develop a collaborative vision and provide innovative leadership]
- Commitment to fostering a diverse workplace, building a diverse workforce, and supporting staff professional development at all levels;
- Commitment to the library as a holistic, student-focused organization: unifying programs, collections, and space as essential components of the service model;
- Robust interpersonal and communication skills, including the ability to serve as a spokesperson, representative, and advocate for the Libraries;
- Flexibility, creativity, initiative, and sound judgment required to lead a dynamic library and foster a strong student-centric service orientation;
- Demonstrated willingness and ability to lead and participate in organizational change, innovation, and healthy risk taking;
- Experience in developing and delivering library instruction; excellent teaching and presentation skills
- Expert understanding of evolving issues, trends, and innovations in academic libraries
- Experience in leadership, strategic planning, project planning, program assessment, financial stewardship, and budget development;

- Experience collaborating with academic departments to create partnerships that focus on student success and engagement with learning;
- Strong technology background and record of implementing technological innovation
- Significant experience supervising staff, delegating responsibility, mentoring and fostering a collaborative, professional and creative work environment;
- Knowledge of, respect for, and competency to engage with diverse cultures and individuals is required;
- Experience with successfully developing, managing, and completing large complex projects in a library or similar environment;
- Demonstrated ability to articulate priorities and values across a diverse constituency, including librarians, faculty, staff, students, administrators, and donors;
- Demonstrated deep understanding of the role of the library and scholarly information resources, data, and institutional assets in supporting research and teaching; and
- Proven expertise with current technologies, platforms, and products that support library information technology;

EDUCATION

- Master of Library Science (MLS), Master of Library and Information Science (MLIS), or equivalent from an American Library Association accredited program or international equivalent.

EXPERIENCE

- Three (3) or more years of progressively responsible administrative and supervisory experience in a library or similar setting.
- Five (5) or more years of demonstrated knowledge and experience in access services, research services, instruction, information literacy and assessment of library services and resources.

Preferred Qualifications

- Experience with assessment tools and techniques in current use, including the design and execution of surveys and other qualitative or quantitative instruments or techniques.
- Experience in leading and/or managing services in an academic library or similar setting
- Academic library experience is strongly preferred
- Experience supervising librarians.
- Experience preparing statistics and reports to help administrators and groups make data-informed decisions.
- Experience working in a collective bargaining environment.
- Experience working with Alma.

Filing Deadline:

Applications received by July 19, 2018 will be reviewed for minimum qualifications and given full consideration by the hiring manager and/or search committee. Qualified applicants received after that date will be forwarded upon request to the hiring manager and/or search committee.

Application Procedures:

Individuals interested in being considered for this position should submit an on-line application and attach the following supporting documents: 1) resume, 2) letter of interest which includes a narrative detailing how the candidate fulfills each of the required and preferred items listed under Qualifications, and 3) names, email addresses and telephone numbers of three references who can provide current assessments of the candidate's qualifications for the position.

Pursuant to Executive Order 883, reasonable accommodation is to be provided upon request from an employee or applicant with disabilities, unless doing so would impose an undue hardship on the campus. What constitutes a reasonable accommodation is to be determined by the campus on a case-by-case basis after it has received the individual's request for accommodation and engaged in an interactive process. Employees or applicants requiring reasonable accommodation should contact Human Resources directly at (559) 278-2032.

How To Apply:

To apply for this or any open position at Fresno State visit our online employment site at: <http://jobs.csufresno.edu/>

Other Requirements:

Pursuant to the requirements of the Immigration Reform and Control Act of 1986, any offer of employment is contingent upon verification of individual's eligibility to be employed in the United States.

California State University, Fresno, in conjunction with the CSU policy, requires that the successful candidate complete a full background check (including a criminal records check) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive.

California State University, Fresno annual security report includes statistics for the previous three years concerning reported crimes that occurred on campus, in certain off-campus buildings or property owned or controlled by Fresno State, and on public property within, or immediately adjacent to or accessible from the campus. The report also includes institutional policies concerning campus security, alcohol/drug use, crime prevention, reporting of crimes, sexual assault, and other matters. You can obtain a copy of this report by contacting the Campus Police Department or by accessing the following web site:

<http://www.fresnostate.edu/adminserv/police/clery/index.html>

The person holding this position is considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment. You can obtain a copy of this Executive order by accessing the following web site: <https://www.calstate.edu/eo/EO-1083-rev-7-21-17.html>

This position may be a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position may be required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

Fresno State is a tobacco-free, smoke-free and vapor-free campus.

Other Applicant Information:

Applicants will receive confirmation of receipt of their application materials via automatic email reply. In addition, qualified applicants will receive email notification at the conclusion of the recruitment process.

This is a full-time management position covered by the California State University Management Personnel Plan. Under this plan, employees are subject to management reviews and serve at the pleasure of the University President of that campus.

Equal Employment Opportunity:

California State University, Fresno is committed to maintaining and implementing employment policies and procedures in compliance with applicable state and federal equal employment opportunity laws and regulations. Executive Order 883 prohibits discrimination and Executive Order 927 prohibits harassment, on the basis of a protected status: race, color, religion, national origin, ancestry, age, sex (including gender identity, per HR 2004-12), sexual orientation, marital status, pregnancy, mental disability, physical disability, medical condition and covered veteran status. Retaliation against individuals for complaining about these proscribed conduct, opposing such conduct, or participating in an investigation or proceeding involving such conduct is prohibited by both executive orders.

Further, California State University, Fresno's statement of commitment to equal employment opportunity principles is also found in the various collective bargaining agreements.

General Information:

California State University, Fresno is one of 23 campuses in the California State University System. The University's mission is to offer high-quality educational opportunities to qualified students at the bachelor's and master's levels, and in certain applied disciplines, at the doctoral level. The current student enrollment is approximately 24,000, including a large percentage of students with diverse and culturally rich backgrounds. The University serves the San Joaquin Valley while maintaining deep involvement with the state, nation, and world. California State University, Fresno promotes student learning and community engagement through faculty scholarship and service learning opportunities in collaboration with community organizations, educational institutions, industry, business and

government. The University was one of the first U.S. Colleges and Universities to be selected by The Carnegie Foundation for the Advancement of Teaching for its Community Engagement Classification.

Metropolitan Fresno, with a multi-ethnic population of over 600,000, is located in the heart of the San Joaquin Valley on the western edge of the Sierra Nevada Mountain Range. The campus is within driving distance of San Francisco, Los Angeles, Yosemite, Kings Canyon and Sequoia National Parks, the Monterey Peninsula, beaches, sailing, lakes, and numerous ski resorts. Fresno boasts one of the most reasonable housing markets in California and offers a wide array of locally grown fruits and produce.