Access Services and Assessment Librarian/Assistant Teaching Professor

The University of Southern Mississippi is currently accepting applications for the position of Access Services and Assessment Librarian/Assistant Teaching Professor.

Apply at https://usm.csod.com/ats/careersite/JobDetails.aspx?id=2467&site=1

**Position Details**

**Location**
Hattiesburg
118 College Drive
Hattiesburg, Mississippi, 39406-0001
United States

**Division**
University Libraries

**Position Type**
Faculty

**Employment Status**
Full Time

**Grant Funded**
No

**Salary Range**
45,000.00 - 45,000.00

**Posting Close Date**
Open Until Filled

**Special Instructions to Applicants**

Review of applications will begin Monday, February 28, 2022, and will continue until the position is filled. A completed application will include a cover letter describing applicant strengths and qualifications for the position, curriculum vitae, academic transcripts (unofficial transcripts are acceptable; official transcripts are necessary for hire), and contact information for three professional references.

**Job Summary**

The Access Services and Assessment Librarian is responsible for the supervision and administration of circulation, reserves, document delivery and interlibrary loan, stacks maintenance, and the building use and security of Cook Library. The position coordinates access services functions with colleagues at two other libraries, reports to the Head of Public Services, and directly supervises one faculty librarian and three staff at Cook Library. The position is expected to research trends in access services and recommend new approaches to patron services. The position also oversees the collection and management of statistics and other data for University Libraries’ assessment, planning, and reporting requirements.

**Primary Duties and Responsibilities**

1. Manages the operations of the access services unit. Resolves daily operational challenges, designs workflows, and maintains procedural documentation for effective and efficient performance of access services functions. Oversees circulation operations, including ensuring accuracy of patron and circulation records in the library services platform. Oversees course reserve operations, including ensuring that copyright compliance is met. Oversees document delivery and interlibrary loan operations, working with the Interlibrary Loan Librarian to ensure compliance with resource sharing agreements, vendor licensing agreements, and copyright laws as they pertain to ILL. Ensures proper fiscal management of monies collected at the service desk. Oversees stacks maintenance operations to ensure stacks are maintained in good order. Monitors unit compliance with all relevant university policies and state and federal regulations.
and laws. Coordinates policies and procedures with other access services personnel throughout the University Libraries system.

2. Supervises access services staff. Plays a key role in fostering an inclusive, collaborative, motivating, and creative work environment. Responsibilities include, but are not limited to: leads the hiring search process, evaluates job performance, and, as needed, makes recommendations for termination; trains newly hired staff, provides ongoing training as needed, and facilitates opportunities for development of relevant knowledge and skills; plans, assigns, and directs work, while managing workload; and revises position descriptions as needed; manages work schedules to ensure adequate service desk staffing during all hours of operation. Working evenings, weekends, and holidays in rotation with other Public Services personnel may be required.

3. Coordinates matters of Cook Library building use and security to provide an environment conducive to learning and research. Coordinates maintenance of building security systems, emergency exits, electronic door access controls, and elevators. Coordinates with the University Police Department regarding library security. Contributes to the development and execution of emergency procedures and ensures that access services staff on duty have received appropriate training on emergency response procedures.

4. Leads by example and plays a key role in maintaining high standards for customer service. Activities include but are not limited to: resolves patron concerns in a courteous and professional manner while striving for a high degree of patron satisfaction; identifies and recommends changes to services, policies, and procedures to improve patron satisfaction with library services; and develops and facilitates customer service training for access services staff and student employees.

5. Leads the development and implementation of a comprehensive library assessment program using existing library data sources and developing appropriate assessment and usability instruments. Provides analysis of library data to support decision making. Coordinates data collection for annual reporting and survey responses including gathering, reviewing, validating, evaluating, and synthesizing data submitted by library departments.

6. Engages in scholarship and professional development activities and provides services to the Libraries, the University, and the library profession to fulfill the expectations of a faculty member. Performs other duties as assigned.

Minimum Qualifications

- Master’s degree in library and/or information science from a program accredited by the American Library Association or from an equivalent program accredited or recognized by the appropriate national body of another country.
- At least one year of supervisory experience.

Knowledge, Skills & Abilities

- Demonstrated knowledge of two or more core access services functions: circulation, document delivery, interlibrary loan, reserves, or stacks maintenance.
- Excellent written and oral communication skills with the ability to interact effectively with diverse population.
- Strong customer service orientation.
- Resourceful and determined to provide a positive experience for others.
- Ability to effectively plan and delegate the work of others.
- Ability to work evenings, nights and weekends as necessary.
Preferred Qualifications

- Additional advanced degree in a relevant academic discipline.
- Demonstrated experience providing access services, such as circulation, document delivery, interlibrary loan, reserves, or stacks maintenance, in an academic library.
- Knowledge of copyright issues as applied to access services.
- Experience with the Alma library services platform, especially for fulfillment.
- Experience with the Tipasa interlibrary loan management system.
- Knowledge of academic library assessment best practices.

About The University of Southern Mississippi

The University of Southern Mississippi (USM) is a comprehensive public research institution delivering transformative programs on campuses in Hattiesburg and Long Beach, at teaching and research sites across the Mississippi Gulf Coast, as well as online. Founded in 1910, USM is one of only 131 universities in the nation to earn the Carnegie Classification of Institutions of Higher Education’s “R1: Doctoral Universities - Very high research activity” designation, and its robust research enterprise includes experts in ocean science and engineering, polymer science and engineering, and large event venue safety and security, among others. USM is also one of only 37 institutions in the nation accredited in theatre, art and design, dance and music. As an economic driver, USM generates an annual economic impact of more than $600 million across the state. USM welcomes a diverse student body of more than 14,000, representing 71 countries, all 50 states, and every county in Mississippi. USM students have collected four Truman Scholarships and 37 National Science Foundation Graduate Research Fellowships, while also leading Mississippi with 27 Goldwater Scholarships, an honor that recognizes the next generation of great research scientists. Home to the Golden Eagles, USM competes in 17 Division I sports sponsored by the National Collegiate Athletic Association (NCAA). For more information, visit www.usm.edu.

As an Affirmative Action/Equal Employment Opportunity employer/Americans with Disabilities Act institution, The University of Southern Mississippi encourages minorities, women, veterans and persons with disabilities to apply.