A. NATURE OF WORK

The University of Maryland Libraries serves the flagship campus of the 12 member University System of Maryland. The department of User Services and Resource Sharing (USRS), one of three departments within the Libraries’ Public Services Division, is responsible for management and delivery of services in the following key areas: circulation and information services, interlibrary loan, course reserves, collection maintenance, billing and accounts, late night services, and learning commons. The Libraries seek a collaborative librarian to assist in developing and maintaining a departmental culture that is inclusive, customer-centered, and responsive to changes happening in academic libraries and scholarly publishing.

The Head of Resource Sharing and Reserves’ primary area of responsibility is for vision, planning, and oversight of the Resource Sharing and Reserves unit. As such, the librarian works with the unit staff to set lending, borrowing, and reserves policies; establishes and continually refines workflows and procedures; pursues greater system automation and interoperability; hires, trains, supervises, evaluates, and mentors staff; manages budgets for interlibrary loan, copyright, and student labor and assistance (L&A); and upholds resource sharing agreements with strategic partners. The librarian evaluates and promotes interlibrary loan and reserves services and develops new services as needed. In addition, the librarian works with the USRS department director, other USRS unit managers, and branch library supervisors to enhance cooperation and provide user services that are intuitive, seamless, and accessible.

The Head of Resource Sharing and Reserves is an active member of the Public Services Division (PSD), contributing to divisional initiatives and leading specific projects in collaboration with other PSD units (e.g., Research and Learning Services) and with other units in the Libraries (e.g., Digital Systems and Stewardship (DSS), Collections Strategies and Services (CSS)). The librarian will also collaborate with university and external partners, such as the campus Division of Information Technology (DivIT), User Services Advisory Group (USAG) of the University System of Maryland and Affiliated Institutions (USMAI), and the Big Ten Academic Alliance (BTAA) Interlibrary Loan Coordinators.
As a member of the University of Maryland faculty, the Head of Resource Sharing and Reserves is responsible for three categories of duties: librarianship; service; and scholarship and creativity. **Librarianship** includes work with the unit, department, and division as described above. Specifically, the librarian will work toward achieving strategic goals defined in the 2019-2021 Public Services Division strategic plan:

1. The Libraries will be a research hub on campus, offering a broad array of research services via highly skilled employees and specialized services to support the entire research lifecycle.
2. The Libraries will provide outstanding access to collections and seamless delivery of information resources to meet the research and teaching needs of the entire University and to meet the University’s mission of enabling intellectual inquiry and learning.
3. The Libraries will offer a robust teaching and learning program consisting of innovative instructional and assessment methodologies and tools to ensure that all members of the University community possess excellent skills in discovering, evaluating, and using all formats of information effectively, efficiently, and ethically.
4. The Libraries will ensure outstanding user experiences via modern, technology-rich spaces, virtual access, and programming.
5. The Libraries will have a highly skilled professional workforce with outstanding employees to engage in a wide range of research, teaching and collections activities to support the University’s mission and strategic goals.

**Service** includes a variety of work for the Libraries, the University, and/or the profession, typically through service on committees beyond the assigned areas of responsibility.

**Scholarship and Creativity** may be of several types, including peer-reviewed publications; poster, panel, or individual presentations at professional conferences; new online tools for analyzing data or helping users; and more. Collaborative scholarship with colleagues inside and outside of the Libraries is encouraged.

**B. DUTIES AND RESPONSIBILITIES**

1. **Provides vision, planning, and oversight for the Resource Sharing and Reserves Unit.** Assesses current Resource Sharing and Reserves operations; develops and implements new or improved services as needed. Oversees interlibrary loan, document delivery, and course reserves activities at McKeldin Library, including campus-wide electronic reserves and streaming media services. Coordinates interlibrary loan activities at all campus branch libraries and offsite storage facility, and acts as a resource and/or backup for reserves staff in other campus libraries. Makes decisions related to the ILLiad and Ares management systems and corresponding user interfaces, e.g., initiating upgrades and customizations for optimal performance. Oversees gathering of Resource Sharing and Reserves unit statistics and monitors Resource Sharing and Reserves-related costs. Produces annual reports for ILL and Reserves and other reports upon request.
2. **Hires, trains, schedules, supervises, and evaluates unit staff.** Oversees hiring, training, scheduling, supervision, and evaluation of full- and part-time staff; indirectly supervises student employees. Ensures effective performance review, professional development, and mentoring for staff. Determines unit work priorities and allocations. Ensures that public services provided by the unit are consistently high quality, with a focus on continuous improvement. Ensures adequate staff and student coverage to provide resources. Manages resources, including student and temporary staff (Labor and Assistance) budget for the unit and produces reports upon request.

3. **Upholds resource sharing agreements and policies;** collaborates with external resource sharing partners (e.g., University System of Maryland & Affiliated Institutions, Big Ten Academic Alliance, RapidILL, and OCLC SHARES) on joint initiatives to improve resource sharing; and seeks and implements new reciprocal partnerships, as appropriate.

4. **Shares in the leadership of the User Services and Resource Sharing department in McKeldin Library.** Participates in department meetings and works with other unit managers to set and communicate policy and procedures, implement and/or enhance services, train department staff and student employees, etc. Advises and provides support to the Director of User Services and Resource Sharing as needed.

5. **Provides public services to library users and other library staff at the Library Services Desk, according to the department’s schedule and service expectations.** Records Library Services Desk transaction data using RefAnalytics. Provides functional supervision of student employees during desk shifts. Assists library users at other times via phone, chat, and email.

6. **Participates in library, campus, and national committees as appropriate.**

7. **Contributes to the profession by engaging in scholarly/creative activities.**

8. **Performs other duties as assigned.**

C. **PHYSICAL DEMANDS**

   a. Position requires frequent interaction with library employees and users in person and via phone, email, and online systems.
   b. Position requires frequent work at a computer.
   c. Work schedule is subject to change based on the University calendar.
D. SUPERVISORY RESPONSIBILITIES

Directly supervises 7.5 FTE, including 7 permanent full-time and 1 permanent part-time staff. Indirectly supervises 0.5 FTE contractual staff and 10-15 student employees.

E. QUALIFICATIONS (Knowledge, Skills, and Abilities)

EDUCATION

Required:

Master's degree in Library or Information Science from an ALA-accredited institution of higher education, or equivalent professional degree.

EXPERIENCE & SKILLS

Required:

Three years of experience performing similar or related duties in an academic, research, or special library. Two years of supervisory experience. Experience providing interlibrary loan, document delivery, and/or course reserves services. Strong verbal and written communication skills. Strong interpersonal skills, as evidenced by experience working with diverse staff and clientele. Strong customer service orientation and public service experience. Demonstrated ability or aptitude to balance and prioritize multiple activities and projects. Demonstrated ability or aptitude to work in groups, and to build and maintain relationships with internal and external partners.

Preferred:

Experience with interlibrary loan processes and procedures using ILLiad. Experience with course reserves processes and procedures using Ares. Understanding of copyright law and e-resource licensing terms as they relate to resource sharing and course reserves. Knowledge of web content accessibility guidelines. Experience using project management software and survey tools. Knowledge of/experience performing data analysis with Microsoft Access, BI, Excel, SSRS, or similar software. Knowledge of standards and tools for library systems automation and interoperability.

FACULTY REQUIREMENTS

This position is appointed to Library Faculty Ranks as established by the University System of Maryland Board of Regents. Rank at appointment is based on the successful applicant’s experience and relevant credentials. Library Faculty at the University of Maryland must demonstrate accomplishments and/or evidence of potential for future
accomplishments in three areas: 1) librarianship, which includes the assigned area(s) of responsibility and professional development; 2) service, which includes participation in library, university, local, and national committees and professional organizations beyond the assigned area(s) of responsibility; and 3) research, scholarship, and/or creative activities, which includes self-directed inquiry and results dissemination to advance the state of the profession. Library faculty who are successful in meeting these criteria are awarded continuous employment in the form of Permanent Status. For additional information on faculty status at the University of Maryland Libraries, consult: http://www.president.umd.edu/policies/2014-ii-100b.html

Employee’s Signature ___________________________ Date__________

Print Employee’s Name ___________________________

Supervisor’s Signature ___________________________ Date__________