UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM

Check one: Faculty X   Exempt _____   Non-Exempt _____   Other___

Date Prepared: June 16, 2019   Division: Public Services

Prepared by: Hilary Thompson   Department: User Services & Resource Sharing

Reports to: Director of User Services   Position Title: Head of Learning Commons
                     & Resource Sharing

A.   NATURE OF WORK

The Terrapin Learning Commons (TLC) has the mission to provide students with an inviting and supportive environment that facilitates scholarly work and helps create community across all library locations. The staff of the TLC seek to work alongside and become partners with students to increase the quality of their academic studies and enrich their university experience. The commons at the University of Maryland are a catalyst for new learning opportunities in the form of innovative spaces and services and campus-wide partnerships.

Reporting to the Director of User Services & Resource Sharing (USRS), the Head of Learning Commons will work creatively and collaboratively with partners inside and outside of the Libraries to oversee the development and delivery of services in support of student learning. The incumbent will supervise Terrapin Learning Commons and John & Stella Graves Makerspace staff in McKeldin Library, assess and continually improve their services and operations, and coordinate events and tours within these spaces. Additionally, they will collaborate with other University Libraries Commons and the Teaching and Learning Services unit to offer services and programming, innovative learning spaces, and the integration of media and emerging technologies across the Libraries.

The Head of Learning Commons is an active member of the Public Services Division (PSD), contributing to divisional initiatives and leading specific projects in collaboration with other PSD units and with other units in the Libraries. In addition, the librarian works with the Director of User Services & Resource Sharing and other USRS unit managers to enhance cooperation between units and to develop and maintain a departmental culture that is inclusive, customer-centered, and responsive to changes happening in academic libraries and higher education.

As a member of the University of Maryland faculty, the Head of Learning Commons 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 of learning spaces and services offered through the Terrapin Learning Commons (TLC),** primarily in McKeldin Library and secondarily in all University Libraries in collaboration with managers of branch libraries. Assesses current TLC operations; develops and implements new or improved services as needed. Oversees operations of the TLC Tech Desk, a 24-hour service point in McKeldin Library offering equipment loan, group study room reservations, large and special format printing, binding and laminating, and more. Develops an ongoing assessment plan for services provided by the TLC; conducts needs assessments and user studies to determine priorities and create or improve services. Maintains unit statistics and monitors related costs; produces reports as needed.

2. **Provides vision, planning, and oversight of the John & Stella Graves MakerSpace.** Creates policies, carries out ongoing strategic planning, and oversees operations of the MakerSpace; designs, coordinates, and conducts instruction, workshops, and outreach; and serves as a liaison between the TLC Tech Desk and User and Systems Support. Will

oversee the integration of media conversion and production equipment and related services into the Makerspace, and guide their development going forward.

3. **Supervises unit employees.** Oversees hiring, training, scheduling, supervision, and evaluation of full-time exempt staff; indirectly supervises non-exempt staff and 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.

4. **Coordinates events and tours in the TLC and John & Stella Graves Makerspace**, in collaboration with Teaching & Learning Services, other library units, and campus partners. Continues and expands the successful study breaks pilot program in accordance with Teaching & Learning Services guidelines related to external partners. Develops and hosts other co-curricular programs within the TLC with Teaching & Learning Services, as needed.

5. **Acts as advisor to subject/format based "commons" as they develop and coordinates activities with these units to ensure a maximization of resources and minimization of duplication where possible.** Serves as the library's expert on learning commons activities, makerspace technologies, and equipment loan; keeps abreast of new developments in the profession; continually seeks to enhance student learning via learning commons and to assess ongoing activities.

6. **Shares in the leadership of the User Services & 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 & Resource Sharing as needed.

7. **Provides public services to library users and other library staff at the TLC Tech Desk,** according to the department's schedule and service expectations. Provides functional supervision of student employees during shifts. Assists library users at other times via phone, chat, and email.

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

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

10. **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 and staffing needs, including evenings and weekends.

D. SUPERVISORY RESPONSIBILITIES

Directly supervises 2 FTE exempt staff members. Indirectly supervises 4 FTE non-exempt staff members and 8 FTE 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 professional-level, public services experience in an academic library.
- One year of supervisory experience.
- Familiarity with current and emerging technologies appropriate to an academic library learning commons, such as those related to makerspaces and/or media production.
- 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 to balance and prioritize multiple activities and projects.
- Demonstrated ability to work in groups, and to build and maintain relationships with internal and external partners.

Preferred:
- Direct experience with specialized equipment, such as large-format printers, 3D scanning and printing, augmented reality, audio and video production tools, etc.
- Experience with web content management systems and accessibility guidelines.
- Experience or aptitude for designing and conducting user studies and/or needs assessments.

Employee's Signature   _____   **Date_____**

Print Employee's Name   _____

Supervisor's Signature   _____   **Date_____**