DEPARTMENT HEAD, USER SERVICES & TECHNOLOGY SUPPORT
(ATLANTA CAMPUS)

Position and Responsibilities:

Ranked as the #4 Most Innovative University by U.S. News and World Report, Georgia State University has one of the fastest growing research profiles in the country and a proven commitment to the success of students from all backgrounds. The Georgia State University Library welcomes to our team an innovative, collegial, and highly-engaged Department Head, User Services & Technology Support (USTS) to provide leadership, guidance, and strategic direction for (1) user services (circulation, reserves, resource sharing); (2) technology support (help desk, collaborative learning spaces, equipment checkout); and (3) evening services at the Atlanta campus library. Reporting to the Associate Dean for Public Services, the Department Head supervises a team of three coordinators for each of these three critical areas (including 16 staff members and numerous student assistants) and provides leadership and direction for policies and procedures across Georgia State University’s six campuses. Based at the main campus library in downtown Atlanta, the Department Head encourages collaborative and team-based approaches to meeting student, faculty, staff, and community member needs, and maintains strong working relationships with the five campuses of Perimeter College, College of Law Library, and other university partners.

Georgia State University Library, as part of the University System of Georgia libraries, uses the Ex Libris Alma integrated library services platform. The Department Head serves as the primary point person for Alma patron fulfillment functions and works with colleagues across library departments and institutions to maximize Alma’s capabilities to meet users’ needs. The Department Head is actively involved in statewide initiatives and consortia (GALILEO Interconnected Libraries), cooperative borrowing in the metro area (Atlanta Regional Consortium for Higher Education), and at the national level through professional activities and service. In areas of technology support, the USTS department serves the Atlanta campus through its very popular equipment checkout service (from Chromebooks to VR headsets), support of collaborative learning spaces and group study rooms throughout the library, and walk-up help desk for students during all hours that the library is open.

The department head is a member of the library faculty (non-tenure track), holds faculty rank, and is expected to engage in service and scholarly activities as outlined in the University Library’s faculty guidelines. The Department Head may serve as a liaison librarian to one academic department or program depending on interest, education, and background. There are many opportunities to explore and expand one’s skills and experiences within our collaborative and supportive environment.
Environment:

The University Library, Atlanta Campus, provides one of the most attractive, open, and inviting educational facilities in the Southeast. With over 1.4 million visitors in the past year, the Library is an integral part of the University community. The Library is engaged with the campus community, offering a modern, inviting, and centralized facility supporting both teaching and research with extensive collections and outstanding assistance. Its signature Link, a multilevel glass structure that overlooks downtown Atlanta, connects the Library’s two prominent buildings. CURVE (http://curve.gsu.edu), located in Library South, brings together students and expert researchers from all disciplines in a shared, hands-on, interactive space featuring cutting-edge hardware and software for data visualization and analysis. For additional information about the Georgia State University Library, visit http://library.gsu.edu.

Georgia State University, the largest university in the state, is an innovative urban public research university and a national leader in graduating students from widely diverse backgrounds. Georgia State readies students for professional pursuits, educates future leaders and prepares citizens for lifelong learning. Enrolling one of the most diverse student bodies in the nation at its downtown research campus, at its vibrant branch campuses and online, the university provides educational opportunities for more than 52,000 students at the graduate, baccalaureate, associate and certificate levels. For additional information about Georgia State University, visit http://www.gsu.edu.

Qualifications:

Required

• ALA-accredited master’s degree in information/library science
• Minimum three years of successful management experience
• Demonstrated knowledge of library circulation functions and procedures
• Demonstrated knowledge of library online systems
• Understanding of the rapidly changing role of the academic library and librarian in higher education
• Effective oral, written, and interpersonal communication skills
• Ability to work effectively with culturally diverse library users and colleagues

Preferred

• Experience with Ex Libris Alma library services platform
• Record of professional service and scholarly accomplishments

Condition of Work

Twelve-month assignment
Faculty rank and status
Non-Tenure track
Support for research and professional activities
Salary and Rank

Salary commensurate with the candidate’s education and experience. Appointment at a faculty rank [Instructor/Assistant/Associate Professor], on a contract renewal basis. Submit a cover letter addressing the above qualifications; resume; name, address and phone number of three references. Review of materials will begin May 25, 2018 and continue until the position is filled.

Send materials to:

Georgia State University  
Attn: Human Resource Officer  
University Library  
100 Decatur Street, SE, Atlanta, GA 30303-3202  
(404) 413-2700  
liblao@gsu.edu

All offers of employment at Georgia State University are contingent upon clear results of a thorough background check.

Georgia State University is an Equal Opportunity Employer and does not discriminate against applicants due to race, ethnicity, gender, veteran status, or on the basis of disability or any other federal, state or local protected class.