JOB DESCRIPTION

TITLE
Manager, Library Instruction & Services

JOB SUMMARY

This position reports to the Director of Academic Support and Collaborations Services and provides leadership for the Libraries’ role as a campus partner in student success. The Manager, Library Instruction and Services expands and strengthens the Libraries’ teaching role and educational impact by collaborating with faculty and staff to advance and support students at all levels in effectively identifying and using information. The TWU Libraries support an extensive physical and virtual information literacy curriculum: develop innovative approaches to instructional design, pedagogy, and outcome assessment, engage in a skills-based teaching model to meet existing and emerging research needs, and provide continuous development to other professional librarians in their role as excellent teachers. The responsibilities of the Manager include, the coordination of library instruction at all three campuses, management and oversight of the information literacy programs the design and maintenance of online instructional tutorials, courses, scripts and guides as well as face-to-face and outreach instruction. The position initiates opportunities to expand and enhance the library user experience and works in collaboration with the Manager, Research and User Experience, Manager, Student & Community Engagement Services, other librarians, faculty, students, administrators, the Teaching and Learning with Technology department, and the First Year Program. The Manager plays a key role in demonstrating the value of the library within the University’s mission. Work is performed under minimal supervision with opportunity for the use of initiative and independent judgment; performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system in accordance with the University Policies & Procedures and is based on the accomplishment of defined objectives and the effectiveness of the assigned library functions.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of Academic Support and Collaboration Services

Supervises: Librarian I – Humanities Instruction Librarian, Librarian II, Graduate Research Assistants and Student Assistants
ESSENTIAL DUTIES - May include, but not limited to the following:

- Hires, supervises, trains and evaluates librarians that plan, develop, and deliver online and face-to-face library instruction sessions.
- Provides vision and strategic direction to the Libraries’ instruction and programming services.
- Develops a quality Information Literacy program that addresses the library and University missions for all three (3) campuses.
- Actively engages with faculty and academic departments to design and implement pedagogically appropriate instruction that enhances a user’s information-seeking experience.
- Develops instructional tutorials that advance and support students at all levels of information literacy skills.
- Regularly observes all librarians who teach in order to advise and evaluate their skills to ensure consistency in the programs.
- Collaborates with the Manager, Research and User Experience to identify user needs to build appropriate workshops, trainings, course embedment and programs.
- Collaborates with the Director of Research Data and Library Assessment to build assessment data that documents library contributions to the University’s academic mission.
- Assesses the usage, satisfaction with, and impact on student learning of library services with the purpose of informing programmatic planning related to research and instructional technology.
- Creates partnerships to deliver information literacy skills to a diverse community.
- Sets high user-centered customer service standards for library instruction and information services.
- Takes a leadership role in identifying and implementing emerging technologies and incorporating best practices into instructional services.
- Integrates information competencies into the curriculum by developing resource-based learning experiences.
- Supports research and scholarship through advanced database skills, knowledge of individual disciplines and areas of interest, and scholarly communication and publication processes.
- Contributes to the development of library policies and procedures.
- Develops and maintains outreach opportunities regarding library instruction for librarians.
- Informs instruction through needs identified by research and user experience services.
- Uses appropriate technologies to assist with information literacy education.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.
ADDITIONAL DUTIES

- Provides point of use reference and research consultation as well as subject-specific support both in-person and virtually.
- Participates in university and departmental initiatives.
- Mentors instructional librarians for professional growth.
- Demonstrates continuing growth in professional development and contributes to the profession through service to the Library, University, and community.
- Participates in the library’s scheduled public services staff rotation including some evening and weekend hours.
- Compiles administrative reports as requested.
- Occasional travel may be required.
- Performs other duties as requested.

EDUCATION

Graduate degree in library/information science (MLS) from an ALA-accredited institution or Master’s degree in Education required. Teacher certification preferred.

EXPERIENCE

Five years of professional experience in classroom instruction and teaching and 2 years of management/supervisory responsibilities. Experience in classroom instruction is desired. Supervisory/management experience required. Experience with teaching and learning, understanding of information literacy skills in a higher education environment, possess excellent communication and interpersonal skills, knowledge of reference practices in a college or university library as well as a demonstrated success promoting teamwork and fostering collaborative relationships. Commitment to undergraduate and graduate education and instruction, strong service orientation, and ability to work with diverse groups using emerging technologies. Demonstrated familiarity with current theory and practice in curriculum planning, instruction and assessment highly preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position. Valid driver’s license issued by the State of Texas and a safe driving record such as required by the university for Driver’s Authorization.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Superior teaching skills utilizing a student-centered and outcomes-based pedagogy.
• Exceptional interpersonal, instruction, presentation, project, customer service, and communication skills.
• Strong leadership and supervisory skills to mentor professional librarians.
• Ability to establish and maintain effective work relationships.
• High degree of organizational, analytical, and critical thinking skills.
• Knowledge of teaching methods and instructional pedagogies.
• Knowledge of library operations and management best practices.
• Knowledge of a wide-range of information sources and current technologies.
• Skills in building online tutorials, presentations, and interactive activities.
• Ability to work collaboratively and collegially, communicating effectively with faculty, students, and community.
• Ability to design and organize an effective instruction and services team.
• Ability to partner with and engage professionals in the collaborative planning and delivery of user instructional services, customizing its delivery to various audiences.
• Knowledge of information literacy competency standards and practical applications.
• Demonstrated ability to engage users through creating innovative and meaningful learning opportunities.
• Knowledge of integrated library systems and/or course management software systems;
• Demonstrated ability to initiate and manage multiple projects efficiently in a complex and rapidly changing environment.
• Ability to thrive in an evolving work environment and to demonstrate a commitment to professional development.
• Ability to use data to assess service quality, analyze trends, and inform and develop innovative services for optimal use of library information resources.
• Knowledge of new models of scholarly communication.
• Ability to develop and maintain course materials (print and electronic).
• Ability to understand current trends and issues in higher education, scholarly communication, online education, education technologies and research practices.
• Ability to set strategic initiatives for the growth of the instructional services of the library and provide direction to other librarians.
• Ability to work in a rapidly changing environment and adapt to changing technologies.
• Ability to learn new tools quickly, can distill core concepts, and teach them to others.
• Ability to work with a diverse population.
• Ability to use a personal computer and other office equipment, including related university software and email.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.
**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Employee Signature:** ________________________  **Date:** ___________

**Employee Printed Name:** ________________________

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.