



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 04/18
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director, Academic Support & Collaboration Services

JOB SUMMARY

Reporting to the Assistant Dean, Academic Engagement Services, this position works closely with administrative and library colleagues to carry out the mission of the Libraries by providing leadership, direction, and oversight of the Academic Support and Collaboration Services Unit, which provides access to a broad range of services that support the University's academic programs and research initiatives. This position works collaboratively with all three campus libraries and serves as a member of the Libraries' management team. This position works closely with the Assistant Dean, Academic Engagement Services to ensure that library resources and services are appropriate and accessible to TWU students, faculty, and staff and that the Libraries are responsible stewards of the University's financial resources. As a Director, this position serves as a member of the Library Administrative Team, setting the direction and goals for the TWU Libraries. Timely communication and adherence to deadlines is a critical part of this position. This is a supervisory position which is responsible for hiring, training, evaluating, and mentoring staff. The Director sets goals, priorities, initiates projects, implements standards, and develops workflow procedures. This is a security sensitive position that works under minimal supervision with latitude 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 and in accordance with the University Policies and Procedures and is based on the accomplishment of defined objectives and the effectiveness of the assigned library functions.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Assistant Dean, Academic Engagement Services

Supervises: Research & User Experience Services Manager, Library Instruction & Services Manager, Student and Community Engagement Services Manager.

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ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides leadership, coordination, assessment, and overall management of the Academic Support and Collaboration Services Unit.
- Plans, develops, and implements policies and procedures for the efficient operation of the department and its services.
- Develops strategic plans for Academic Support and Collaboration Services.
- Communicates and coordinates Academic Support and Collaboration Services Unit issues through collaboration with all other areas of the Library.
- Serves on the Library Administrative Team, providing strategic direction for the Libraries in general and for the Academic Support and Collaboration Services area individually.
- Prepares departmental operating and spending plans.
- Provides expertise to guide staff through change that impacts services.
- Contributes to a collaborative and collegial work environment.
- Initiates, develops, manages, and prioritizes projects in assigned areas to meet expected outcomes.
- Participates in the development and implementation of Library policies.
- Sets priorities and promotes initiatives that align with the University's strategic plan and contribute library value to the TWU community.
- Establishes job standards for subordinate staff and effectively mentor and evaluate staff under your charge.
- Hires, trains, and develops staff in the Academic Support and Collaboration Services Unit.
- Leads the Libraries in current and future development of reference and instruction library services.
- Enhances the delivery of library services through the adoption of new technologies, funded projects, and partnerships.
- Oversees accuracy, currency, and consistency of TWU Libraries LibGuides.
- 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

- Supports campus and Library events.
- Occasional travel required.
- Contributes to the Library webpages.
- Serves on Library, University, or professional organization committees.
- Performs other duties as requested.

EDUCATION

Master's degree in Library Science from an ALA accredited institution.

EXPERIENCE

Five years' library experience with a record of increasing responsibility in the administration of library services and operations. Experience working with researchers and administrators in an academic environment.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

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

- In-depth knowledge of library resources and services.
- Knowledge of library operations, trends, services, and best practices in providing access to library resources.
- Knowledge of computer, office applications, and library related software.
- Knowledge of informational, curricular, and research needs of users.
- Excellent customer service, interpersonal, communication, management, mentoring, and supervisory skills.
- Strong skills in innovation, collaboration, analysis, and problem-solving complex issues.
- Ability to use technology in creative ways to solve problems and/or facilitate workflow.
- Ability to organize work effectively, conceptualize and prioritize objectives, and meet deadlines.
- Ability to exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to coordinate work with other employees, providing direct instruction and supervision as assigned.
- Ability to establish and maintain effective work relationships with students, faculty, staff, administrators, and vendors.
- Ability to work independently and collaboratively to plan, coordinate, and implement projects.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to work in a rapidly changing environment and adapt to changing technologies.
- Ability to apply budgeting and fiscal planning skills within financial limitations.
- Ability to work effectively both as a team member and independently to promote teamwork within the organization.

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- Ability to mentor staff and provide opportunities for growth and development.
- Ability to work with a diverse population.
- Ability to use a personal computer and other office equipment, including university related 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 and/or classroom setting.

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:** _____

Printed Employee Name: _____

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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.