



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 02/17
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Research & User Experience

JOB SUMMARY

This position reports to the Assistant Dean of Libraries and provides leadership for the Libraries' role as a campus partner in student success. The Manager, Research and User Experience expands and strengthens the Libraries' research role and educational impact by collaborating with faculty and graduate students to advance the research process. The TWU Libraries support an extensive physical and virtual information collection to meet existing and emerging research needs. This position also mentors and provides continuous development to other professional librarians. The responsibilities of the Manager include the coordination of the research process and management of the end user experience. This includes identifying collection needs to support the services. The Manager provides specialized reference support to students, faculty, and others in the TWU community; they support assessment activities, surveys, user studies, focus groups, and program planning. They perform statistical analysis activities for the Denton, Dallas, and Houston campuses by providing information to various reporting agencies. This Manager works closely with the Manager, Instruction and Services to identify user needs and provide support and training to address them, resulting in a positive experience for our users. Work involves research support activities, staying current with technology and library trends and performing outreach activities. This position works closely with other administrative units on campus, including the Faculty Center for Excellence and the Pioneer Center for Student Excellence. The Manager plays a key role in demonstrating the value of the library within the University's mission. This manager needs advanced knowledge of current electronic, computer, and other library technological systems, including hardware and software. Work is performed under moderate 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 and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Assistant Dean of Academic Engagement Services

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Supervises: Librarian II – Health Sciences Librarian, Librarian I – Sciences Instruction Librarian, Librarian III, Library Assistant III, Graduate Assistants, Student Assistants

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

- Hires, supervises, trains and evaluates librarians that directly support faculty and graduate student research projects.
- Provides vision and strategic direction to the Libraries' research, scholarly communication, and user experience services.
- Delivers quality professional research services to library users both physically and virtually, addressing user expectations at all three (3) campuses
- Actively engages with the faculty at the Center for Faculty Excellence and with graduate students at the Pioneer Center for Student Excellence to develop and promote University research.
- Acts as the reference liaison to students and faculty in the disciplines of Mathematics, Computer Science, Informatics, Legal Studies, and Criminal Justice.
- Collaborates with the Manager, Instruction and Services to identify user needs to inform appropriate workshops and programs.
- Supports efforts to strengthen and educate the TWU community about various scholarly communication tools, publication processes, and techniques.
- Supports faculty and graduate research through advanced database skills, knowledge of individual disciplines and areas of interest.
- Works closely with the Director of Research Data and Library Assessment in gathering statistical data and designing assessment activities and projects that directly reflect the Libraries' contributions to the University's mission.
- Assesses the usage, satisfaction and impact of the online discovery service on research and access and suggests improvement methods.
- Takes a leadership role in identifying and implementing emerging technologies and incorporating best practices into research and user services.
- Creates partnerships with other research-related entities on campus such as the Center for Research Design and Analysis.
- Sets high user-centered customer service standards for research and user satisfaction.
- Delivers services to a diverse community.
- Informs research and user experience through needs identified by instruction and services.
- Evaluates resources, analyzes data, and proposes improvements.
- Develops and maintains subject-specific LibGuides
- Contributes to the development of library policies and procedures.
- Works in collaboration with other Library staff, University departments, local universities, and the larger community in developing new initiatives.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the

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performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Demonstrates continuing growth and professional development through activities and service.
- Participates in university and departmental initiatives.
- Markets the services of the TWU Libraries.
- Compiles administrative reports as requested.
- Carries out unit-related special projects.
- Occasional travel may be required.
- Performs other duties as requested.

EDUCATION

Master's degree in Library Science or equivalent from an ALA accredited institution. Second Master's degree desirable.

EXPERIENCE

Three years of experience in a public services, reference, or research department or closely related field, involving progressively responsible professional experience with increased subject matter expertise. Requires a minimum of two years of management/supervisory responsibilities.

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:

- Knowledge of research processes, scholarly communication models, pedagogical methods, and information retrieval.
- Knowledge of Mathematics, Computer Science, Informatics, Legal Studies, and Criminal Justice disciplines in order to support the teaching and research efforts in these disciplines.
- Knowledge of library operations, informational and curricular needs, and subject specific resources for research and instruction.

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- Knowledge of the principles of scientific methods and their application in technology.
- Active listening skills and research interview skills.
- Excellent customer service skills.
- Ability to gather information and customize its delivery to various audiences.
- Ability to design and organize an effective research and user experience team.
- Ability to use advanced techniques to access and use library resources effectively.
- Ability to analyze, evaluate, and interpret information.
- Ability to learn, use, and teach library related computer programs.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to understand Learning Management Systems (LMS).
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to work independently and effectively across organizational lines in a collaborative manner.
- Ability to communicate effectively orally, by telephone, by e-mail, in person, and in writing.
- 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 supervise students, Library Support Staff, and Librarians.
- 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.

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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: _____

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.