

- I. DEPARTMENT: University Libraries
- II. POSITION: Associate Professor, Head, Research and Instructional Services Department
- III. CLASSIFICATION: Faculty
- IV. NAME OF INCUMBENT: V. POSITION No.002548

VI. JOB PURPOSE:

This full-time faculty position provides leadership and direction for the development, delivery, and assessment of the University Libraries Research and Instructional Services (RIS) Department. They supervise and evaluate faculty and staff in the department while also providing advice and guidance to other faculty and staff participating in the Instructional Services (IS) and research assistance programs. The Department Head liaises between RIS and the University Libraries Executive Director and other University Libraries' departments.

They coordinate the Instructional Services team that develops, delivers, and assesses the overall IS Program. They also coordinate the McWherter Library and virtual research assistance program, collaboratively determining which in-person and virtual services to offer and how to assess those services. They participate in staffing McWherter Library and virtual research assistance services.

The specific duties, tasks, and responsibilities of this position are subject to change as the needs and interests of the University Libraries and the University of Memphis evolve over time.

VII. DUTIES AND RESPONSIBILITIES

- A. Assumes responsibilities as a librarian in the Research and Instructional Services (RIS) Department of the University Libraries.
  - 1. Manages the day-to-day operations, personnel, and resources of the RIS Department.
  - 2. Represents the RIS Department on the University Libraries Administrative Council and in other venues as appropriate.
  - 3. Ensures appropriate reports and statistics related to the RIS Department, its services, programs, and issues are prepared and delivered.
  - 4. Cooperates and collaborates with other University Libraries department heads as needed to accomplish the goals of the department and the University Libraries.
  - 5. Provides leadership and coordination for the Instructional Services (IS) Program and participates in delivering, developing, implementing, and

- assessing the IS Program including formal classes, digital learning objects, research appointments, and/or other instructional efforts.
6. Coordinates librarian-led development and management of materials supporting the IS Program.
  7. Provides leadership in coordinating and providing appropriate training and professional development for those participating in the IS Program.
  8. Ensures mechanisms for evaluating the effectiveness and relevance of the IS Program and services are implemented.
  9. Participates in providing direct user assistance at the public services desk and Chat research service on a scheduled basis.
  10. Fosters a team environment and encourages employee development through mentorship while overseeing operations and specialized projects. Identifies needs and seeks relevant training opportunities to support the growth of the department.
- B. Participates in faculty governance and provides input into University Libraries decision-making.
1. Participates in faculty meetings and works with colleagues to implement the agreements reached through collective decision-making.
  2. Stays abreast of current trends and best practices in their areas of responsibility and takes steps necessary to integrate these into the University Libraries as appropriate.
  3. Serves on University Libraries, faculty, campus, and professional committees and task forces.
- C. Maintains and documents a program of continual learning that promotes their own professional growth and development and contributes toward the achievement of the University Libraries organizational mission.
1. Participates in formal and informal programs of continual learning that will enhance professional expertise and contribute to overall effectiveness as a faculty member.
  2. Maintains membership and actively participates in appropriate professional organizations.
  3. Seeks grant funding where appropriate.
  4. Participates in formal and informal programs of continual learning that will enhance professional expertise and contribute to overall effectiveness as a faculty member.
  5. Maintains membership and actively participates in appropriate professional organizations.

An incumbent tenured in the University of Memphis Libraries is also required to

6. Conduct qualitative and/or quantitative research in subjects and disciplines related to one or more aspects of librarianship, the broader field of information sciences, or other disciplines relevant to their qualifications.

7. Seek opportunities to publish research findings in professional publications and to make formal presentations at professional meetings.

D. Performs other duties as assigned.

1. Participates in University Libraries-wide projects and activities as needed.
2. Undertakes other tasks assigned by the Executive Director of University Libraries.

VIII. DIRECTION RECEIVED:

Reports to the Executive Director of University Libraries.

IX. DIRECTION GIVEN:

Supervises the work of the faculty, staff, and student assistants assigned to the RIS Department. Supervises individuals participating in departmental activities on a volunteer basis.

X. JOB SPECIFICATIONS:

This is a 12-month faculty position that requires an ALA-accredited M.L.S or equivalent, and appropriate, relevant library work experience.

XI. SPECIAL CONDITIONS:

This position requires a varied work schedule and may include some scheduled evening and weekend hours. The specific work schedule may change from week to week depending on the demands of the responsibilities of the position.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Experience managing and/or supervising the work of others.
- B. Knowledge of principles and practices of instruction and research assistance services.
- C. Experience in instruction and/or training.
- D. Experience providing research assistance in an academic setting.
- E. Understanding of issues involved in developing and delivering research assistance and instruction programs.
- F. Excellent communication skills, interpersonal skills, and commitment to providing high quality public service.
- G. Be a self-starter and able to work independently as well as a part of a team in a collegial environment.
- H. Able to assume responsibility and accomplish goals in a timely manner with little or no supervision.
- I. Evidence of potential to maintain professional involvement (and scholarly productivity for tenured applicants) at an appropriate level that would merit promotion.
- J. Ability to work effectively with a highly diverse group of faculty, staff, students, and community users in a courteous and professional manner.

- K. Must have good problem-solving skills and exercise sound judgment in dealing with a variety of issues.

**XIII. WORKING CONDITIONS:**

This is a technologically oriented academic research library where the Research and Instructional Services Department is a major component of the outward face of the University Libraries. This position has an administrative component as well as a significant public service component requiring frequent interaction with the public in person, by telephone, and electronically. Position requires some standing, walking, and reaching to assist library users. The position may require travel to other locations to assess, plan for, and deliver instruction and/or other services to meet the needs of users of branch libraries or remote sites.