CONNECTICUT COMMUNITY COLLEGES

Job Description

Director of Library Services

Salary Level:       Date Approved/Revised:
20       Approved:  10/01/02

Position Purpose

The Director of Library Services manages a full range of learning resources at the library of a two-year Community College, serving a diverse community of students, faculty and citizens. The College’s library services typically include a variety of information services including: reference; support for distance education; cataloging; circulation management including inter-library loans; collection development; acquisitions; instructing students, faculty and public in the use of such library resources as on-line access to information, bibliographic search, access to print materials and methods of research for academic information. Some libraries provide management and lending of audio-visual media equipment; some provide management of student tutoring services; others include educational technology and distance learning services. In addition to directing these varied services, the Director of Library Services frequently directly performs such professional tasks as providing reference advice, distance learning support to faculty and students, and demonstrating the use of learning resources and guiding faculty members in enhancement of instruction. The Director serves as an advocate for learning and library services. These services are provided in an environment of increasingly complex information technology.

Supervisory and Other Relationships

The Director of Library Services typically works under the direction of the Academic Dean or other administrator. The position directly supervises professional, para-professional and support positions including Librarians, Library Associates, Library Assistants and others who provide services in such areas as reference, circulation, cataloging, readers’ advisory, materials acquisition, audio-visual media management, computer system management, distance learning and general public service.

The Director of Library Services interacts extensively with students, faculty and members of the public as well as with administrators and peers of the Community College system and with local, regional, and statewide professional networks and consortia. These relationships emphasize the public service nature of the library and demand of the Director of Library Services a high degree of courtesy, cooperation and useful assistance to others in the pursuit of learning.
Major Accountabilities

The Director of Library Services is accountable for assuring effective and cost efficient learning resource services to the academic, student and public groups served by the College to advance the College’s learning mission through effective performance in these essential functional areas:

- Effective delivery of library services;
- Development and organization of the library's resources;
- Evaluation, training, development and direction of library staff;
- Budget, fiscal and facilities management;
- Library assessment and evaluation.

Examples of Essential Duties and Accountabilities

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

A. **Effective delivery of library services:** The Director of Library Services is accountable for directing and performing in the operation of the library to assure the delivery of services which support and enhance the learning mission of the College. This accountability includes such essential tasks as:

1. Directing and performing reference, readers’ advisory and research services to assist faculty, students and public in accessing information and materials which are useful for their academic and intellectual goals;
2. Directing the circulation and inter-library lending and borrowing of materials to assure an orderly and efficient method of making library resources available to patrons;
3. Directing and performing informal library/bibliographic instruction to faculty, students and public in techniques and methods of accessing library materials and information, including on-line bibliographic searching, to support academic and instructional research;
4. Directing library information technology services including planning, development, implementation, and maintenance of the library’s integrated systems for circulation, interlibrary loan, distance education, and the library web site, and other library services;
5. Assessing and implementing appropriate levels of participation and leadership in local, regional and statewide library networks;
6. Assessing quality and utilization of library services to assure the Library’s accreditation;
7. Directing the management and lending of audio-visual media equipment to support the College’s instructional effectiveness, where applicable;
8. Overseeing educational technology and distance learning services, where applicable;
9. Directing the College’s tutorial services to contribute to the learning experience of students, where applicable.

B. **Development and organization of the library’s resources:** The Director of Library Services is accountable for developing learning resources meeting the academic and instructional needs of the College within fiscal constraints and for organizing them to
assure their efficient delivery to the library’s patrons. This accountability includes such essential tasks as:

1. Researching learning resource needs and selecting materials, equipment and related resources, in appropriate formats, which support the learning goals of the College;
2. Directing and performing the cataloging, classification, and organization of learning resources to facilitate their access and to preserve their security;
3. Developing long range and strategic plans for services, facilities and technological resources which meet the strategic learning goals of the College.

C. Evaluation, Training, development and direction of learning resource staff: The Director of Library Services is accountable for an appropriately qualified staff and for assuring their effective performance. This accountability includes such essential tasks as:

1. Recruiting and selecting appropriately qualified staff for the College’s learning resource services within the constraints of fiscal and compensation policy;
2. Providing for training and development of staff to assure their competencies in the fields necessary for effective performance;
3. Providing leadership, direction and coaching to assigned staff to assure their effective and efficient performance;
4. Evaluating and reviewing staff performance, providing guidance and coaching for improved performance where needed and conducting useful and constructive performance reviews with assigned staff members;
5. In collaboration with the College Human Resource Director or other designated manager, providing fair and effective administration of College human resource and labor relations policies.

D. Budget, fiscal, and facilities management: The Director of Library Services is accountable for effective management of financial resources and is required to answer for the value of learning resource services achieved with financial investments in materials, equipment, supporting systems and human resources. This accountability includes such essential tasks as:

1. Analyzing the resources needed to fulfill the library’s service obligations including long term forecasts of learning resource requirements;
2. Preparing fiscally sound budgets including rationales for expected results to be achieved from expenditures;
3. Regularly monitoring expenditures compared to budgets, assessing fiscal trends and taking needed corrective action to assure budgetary integrity;
4. Developing sound long term strategies for optimizing the return on the library’s financial resources;
5. Prepare internal and external reports on library usage, library expenditures, and library resources for governmental reports, program evaluations, accreditation, etc.;
6. Manage existing library/learning resource center facility.

E. Library assessment and evaluation: The Director of Library Services has major accountability for library assessment and evaluation. This accountability includes such activities as:

1. In collaboration with the library staff assigned to specific areas, developing evaluation tools, such as surveys and questionnaires, to assess library services;
2. In collaboration with librarians, developing a viable plan to assess student learning outcomes;
3. Keeping up to date with new developments in assessment and evaluation, and maintaining the ability to use new types of evaluative techniques.

**Professional Participation and Development:**

In addition to the accountabilities listed above, the Director of Library Services is expected to carry out the essential duties of:

- attendance and participation at convocation and commencement ceremonies;
- service on assigned committees and task forces;
- attendance and participation at committee, staff, informational and professional meetings;
- representing the college and the library in the community.

All of these may involve attendance at evening or weekend events.

The incumbent is required to maintain currency in the position’s required fields of professional expertise and competencies. In addition, the incumbent is required at all times to interact in a courteous and respectful manner with students, faculty, public and co-workers and to maintain complete confidentiality of student records and other materials or information of a confidential or sensitive nature.

**Qualifications**

The Director of Library Services is required to have: demonstrated ability to perform and to supervise the full range of professional library services with strong competencies in public services, reference research, technical services including library computer systems management, collection development and instructional assistance in effective use of library resources in a higher education environment; demonstrated ability to train and direct professional and support staff in comprehensive learning resource services.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Masters degree in Library Science from an American Library Association accredited institution together with from three to six years of related experience including from one to three years of experience in supervising others; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position’s essential duties.

**Work Environment**

Position incumbents perform most of their work in an office as well as in library rooms or a learning resource building. They use office equipment such as personal computers involving fine motor skills and requiring visual ability to see computer monitors and to read written materials. Incumbents are required to travel to meetings and conferences which involve travel by automobile or public conveyance.

Reasonable accommodation will be made for candidates with physical limitations.