

Assistant Manager, Frontline Services - Tisch Library
Tufts University

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Posted Jan. 11, 2021, set to expire May 24, 2021

Job Title Assistant Manager, Frontline Services - Tisch Library
Department
Institution Tufts University
Medford/Somerville, Massachusetts

Date Posted Jan. 11, 2021

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Library

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Job Description

Tisch Library is searching for our first Assistant Manager of Frontline Services. We are seeking a candidate who embraces change and innovation, who is eager to welcome a challenge and who would like to place their own stamp on this brand-new position.

The ideal candidate will be a skilled change agent with experience in library public services. Recommendations from a Spring 2020 external program reviews of the Access Services department has provided us with expert field advice to help guide the direction and strategies for this most critical, user-centered unit. The Assistant Manager will have the chance to:

Build a strong, effective integrated service model

Foster a collaborative culture and shape an agile, responsive team, with a mix of veteran staff and new hires

Lead a sizeable cohort of Tufts undergraduate and graduate student staff

Implement new ways of providing services, both for our current "COVID-adjusted" on-campus

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semester, and beyond

Tisch Library is a student-centered research library, dedicated to the support of teaching, learning, and scholarship in Tufts' School of Arts & Sciences and School of Engineering. We provide collections, subject expertise, and technology-rich research and learning environments, with a variety of services and programs to meet the information needs of our students, faculty, and staff. We provide a welcoming, inclusive environment for our patrons, with collaborative staff committed to teamwork. The Access Services Department ensures timely and effective access to library collections, facilities and services, managing circulation, reserves, basic reference, interlibrary loan, stack management, printing and scanning. We seek experienced candidates who are excited to work with a community of students and faculty who are diverse in every way.

Reporting to the Head of Access Services, the Assistant Manager for Frontline Services will be responsible for providing leadership and management of the Information Desk - the primary service point in Tisch Library - with a consistent commitment to ensuring a superior user experience. The successful candidate will sustain collaborative relationships with colleagues across the Tufts Libraries to provide seamless frontline library services to the university community.

The successful candidate will:

Drive the continued evolution of an integrated service model at the Information Desk, emphasizing a user-centered approach, especially for users who have been historically marginalized.

Supervise staff responsible for:

- facilitating access to physical collections (books and other physical media)
- first-tier in-person reference, virtual reference, and referrals to next-level consultation
- circulating equipment, including inventory management
- shelving stacks materials, including shifting collections when needed
- assisting with public computers and printers, engaging tech support when needed
- monitoring and reporting facility issues; building security
- billing

In collaboration with colleagues across the library, build an effective, culturally-sensitive training and development program for frontline student staff.

Oversee hiring, scheduling, evaluation

Ensure efficient integration of staff and student responsibilities

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Oversee Information Desk data collection and assist with analysis.
Maintain up-to-date documentation of policies and procedures.
Assist the department head and library administration with planning and budgeting.
Serve on library task forces and teams; be active in Boston Library Consortium and industry groups such as ELUNA (Ex Libris system users).
Serve as leader in the absence of the department head.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact