

Head of User, Access and Resource Services
University at Buffalo

Direct Link: <https://www.AcademicKeys.com/r?job=263103>

Downloaded On: Sep. 29, 2025 2:23pm

Posted Sep. 29, 2025, set to expire Oct. 25, 2025

Job Title Head of User, Access and Resource Services
Department Discovery & Delivery Services
Institution University at Buffalo
Buffalo, New York

Date Posted Sep. 29, 2025

Application Deadline 10/25/2025
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Library

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Job Description

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Head of User, Access and Resource Services

Position Information

Position Title: Head of User, Access and Resource Services

Department: Discovery & Delivery Services

Posting Link: <https://www.ubjobs.buffalo.edu/postings/59318>

Job Type: Full-Time

Posting Detail Information

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Position Summary

The Head of User, Access and Resource Services at the [University at Buffalo Libraries](#) will oversee an access services operation that includes user support services, resource sharing, annex operations, preservation services, and collection processing. This highly collaborative and dynamic leader will implement innovative workflows and technology to guide users to our services and support access to digital and physical library resources.

Primary duties will include:

- Providing supervision and fostering communication for the User, Access and Resource Services unit while overseeing services and functions across three libraries and the Libraries Annex.
- Reviewing and evaluating services and operations, recommending structural changes that reflect the evolving research and teaching needs of faculty and students with an emphasis on delivering digital and physical resources.
- Developing and implementing goals and policies in collaboration with the Associate University Librarian for Digital Strategies, ensuring that all respective departments are supported in achieving assigned goals and applying policies effectively and uniformly.
- Participating in collections-related committees and collaborating with liaison librarians to recommend necessary workflows that ensure user access to physical and electronic collections.
- Participating on fulfillment and resource sharing-related committees and projects at the Libraries-wide and SUNY-wide levels that impact access services operations.
- Collecting and analyzing a variety of complex data and information such as usage reports and borrowing and lending statistics, performing statistical analysis, summarizing findings in applicable reports and presenting information to working groups and senior leadership.
- Providing the collections committee with reports and aggregated user data from departmental applications and systems that will allow for data-driven collection decisions.
- Setting priorities and objectives concerning lending and borrowing and influencing plans for developing relationships with organizations such as the Center for Research Libraries (CRL).
- Providing guidance on the use of Libraries applications within User, Access and Resource Services, including ILLiad, RapidILL, and Alma Primo. This includes setting group policies related to user lending and borrowing and other system administrative changes and working closely with the Enterprise Application Librarian concerning database and application management.
- Collaborating with the Libraries Alma Primo Executive Oversight APEOC on the Alma

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Community Enhancement Requests and Voting (CERV) process for enhancements of Primo.

The University Libraries is a welcoming multicultural environment that serves an increasingly diverse constituency of patrons. Our employees, services, collections, and policies honor and reflect this diversity, and we invite individuals whose perspectives and experiences will enrich and strengthen our organization to apply.

Learn more:

- Our [benefits](#), where we prioritize your well-being and success to enhance every aspect of your life.
- Being a part of the [University at Buffalo community](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- Masters degree in library and information science, or equivalent, from an ALA-accredited institution and one year of relevant experience. A combination of education and experience may be considered in lieu of the education requirement.
- Experience overseeing access or delivery services in a large academic or research library.
- Supervisory experience with the ability to set and evaluate goals and priorities, lead organizational change, empower professional growth, and engage employees and stakeholders in delivering user-centered services.
- Knowledge of an integrated library system and related platforms for interlibrary loan.
- Knowledge of resource sharing networks such as Alma Resource Sharing, OCLC, RapidILL, and Rapid-R or DOCLINE.
- Excellent interpersonal, oral, written, and collaboration skills for communicating complex issues and perspectives to a diverse range of constituencies.
- Knowledge and understanding of significant trends and issues in access services and/or library technical services librarianship.
- Demonstrated commitment to diversity, equity, and inclusion with the ability to support and

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enhance a diverse learning and working environment.

Preferred Qualifications

- Experience in Ex Libris Alma library services platform, Atlas Systems ILLiad software, and other resource sharing networks such as Alma Resource Sharing, OCLC, RapidILL, and Rapid-R or DOCLINE.
- Experience with library information technology in a higher education ecosystem, including experience in evaluating new technology and products for access services and making appropriate recommendations for purchase and implementation.
- Experience or a high level of knowledge concerning high-density storage operations and/or organizing collections for large moves.
- Experience working with the SUNY Office of Library and Information Services specifically in fulfillment and resource sharing.

Physical Demands

Salary Range

\$79,000 - \$89,000

Special Instructions Summary

Applicants must be eligible to work within the United States in a full-time capacity without visa sponsorship. Please do not apply if you cannot satisfy this requirement.

In your cover letter, please highlight the most relevant qualifications you would bring to this position based on the posting, and tell us how your background, perspective, and experience will help us fulfill our mission and meet our goals.

All candidates who are contacted by the search committee should be prepared to discuss how they see themselves contributing to the University's equity, diversity, and inclusion efforts.

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Is a background check required for this posting?

No

Contact Information

Contact's Name: Jesse Meyer

Contact's Pronouns: he/him

Contact's Title: HR Officer

Contact's Email: jesseore@buffalo.edu

Contact's Phone: 716-645-1318

Posting Dates

Posted: 09/26/2025

Deadline for Applicants:

Date to be filled:

Contact Information

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

Contact

N/A

University at Buffalo

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