Northern Arizona University, Cline Library

Assistant or Associate Librarian for Content Delivery Services (position #604456)

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Special Information

This is a twelve-month continuing status eligible position at the assistant or associate rank. Appointed rank commensurate with experience and qualifications. Candidates’ application materials should address how they meet minimum and preferred qualifications. Only complete applications will be considered.

Job Description

Northern Arizona University is looking for a skilled, service-oriented, and forward-thinking Content Delivery Services Librarian to shape the future of our content delivery services. If you are self-motivated, want to drive positive change, and enjoy a friendly, collegial work environment, please consider working with us.

Reporting to the Head, Content, Discovery, and Delivery Services (CDDS), the Content Delivery Services Librarian will oversee the interlibrary loan/document delivery and course reserves unit of Cline Library, which serves the users of Northern Arizona University and Coconino Community College. The librarian will collaborate with library and university colleagues in the leadership and management of the library’s affordability and accessibility initiatives by providing program planning, oversight, and advocacy. The librarian will design effective workflows that leverage technological tools to integrate content into the curriculum and course management systems. The librarian will also represent the library in collaborative affordability and accessibility projects, including Open Educational Resource initiatives, at the state and national level.

The successful candidate will join a recently-reorganized department that includes (in addition to content delivery) acquisitions, electronic resources, cataloging and metadata, processing of physical and digital materials, collection management, and library systems management. Recent strategic planning with the university community has identified important new library goals that include an emphasis on affordable and accessible course content, the implementation of Ex Libris Leganto, an evaluation of collections management and budgeting, campus and online student success, and new programs that support and advance the university’s research excellence.

Responsibilities include:

- Leadership and Management:
  - Lead a team of staff and student employees whose work supports interlibrary loan, document delivery, and course reserves. Manage individual and team performance and
development. Foster an environment that promotes accountability, high performance, staff engagement, and a shared sense of purpose as well as a spirit of cooperation and collaboration.

- Serve on CDDS leadership team, including contributing to the shaping of departmental staffing and operations. Collaborate and communicate effectively with leadership team colleagues to provide outstanding and responsive services in support of library and university goals.

- Develop, oversee, and document sustainable workflows and staffing models in the content delivery unit to ensure work is completed efficiently and accurately.

- Effectively deploy staff and other resources across course reserves and interlibrary loan/document delivery to meet service goals and respond to fluctuating demands.

- **Course Reserves and Instructional Support:** Oversee the day-to-day management of the course reserves unit, ensuring that course materials are accessible to students in a timely manner. Identify and implement new strategies and services to improve quality and efficiency. Process course reserves requests as needed during peak times.

  - Play a key role in a university initiative focused on affordability and accessibility of course materials. Collaborate with faculty to replace commercial textbooks with licensed library resources or open educational resources. Collaborate with library staff to coordinate selection of digital content. Serve as a library and campus resource on issues related to Open Educational Resources (OER) and affordable course content and conduct outreach and educational programming on these topics. Utilize data and metrics to assess and communicate the use, value, and impact of OER.

  - Collaborate with Disability Resources to ensure that course materials are accessible to all students. Serve on a multi-institutional project developing a repository of accessible course materials; the project is funded by a Mellon Foundation grant. Serve as the library’s expert on accessibility issues related to course-related content. Actively provide guidance and support to instructional faculty on appropriate application of fair use and educational uses of copyrighted material in face-to-face and as online educational contexts.

  - Work collaboratively with library staff, vendors, and campus E-Learning and Disability Resources staff to ensure convenient, seamless, accessible, and affordable access to digital content.

- **Interlibrary Loan/Document Delivery:** Provide broad oversight for interlibrary loan and document delivery, working with the Library Supervisor for this unit to develop policies, plan projects, and set future directions.

- **Digitization:** Oversee digitization of materials in a variety of formats, including books, articles, and media.

- **Information Technology:** Manage, monitor, and improve the technology supporting the work of the unit in collaboration with library and university IT staff. Research, develop, evaluate and
apply technological solutions to meet faculty and student needs. Serve as a university administrator of the Kaltura video platform and primary contact for streaming media access and delivery.

- User Experience: Work with the Library’s User Experience team to ensure that user interfaces to online tools are useable and effective. Develop web content to explain and promote unit services.

- Cross-unit Collaboration: Collaborate with other library and campus units to support the work of the unit. Develop and maintain positive relationships and clear, open communication with library staff, library users, vendors, and other stakeholders.

- Innovation: Keep abreast of developments in areas related to position responsibilities. Ensure that Cline Library remains innovative and responsive to evolving course management and content delivery systems and practices.

Minimum Qualifications

To be considered for rank of Assistant Librarian:

- ALA-accredited graduate degree from a library and information science program or an advanced degree in a related field.

- One year of experience working with course reserves, interlibrary loan/document delivery, online instruction, or another area related to the delivery of library or instructional content in an academic or similar setting.

- One year of supervisory experience.

To be considered for rank of Associate Librarian:

- All of the above plus:

- 6 years or more of effective, successful experience as a librarian in an academic library or similar setting.

- A sustained record of scholarly and/or creative activities.

- A record of service that shows a pattern of sustained service to the profession and a university community, and the potential to assume a leadership role within the profession.

Preferred Qualifications

- Experience with course reserves workflows, processes, systems, and technologies.

- Experience delivering instructional content to faculty or students and using the faculty or administrative interface to course management systems (e.g. Blackboard Learn, Moodle, Canvas).
Experience supervising full-time staff, including hiring, goal setting, performance management, and formal evaluation at the individual and unit levels.

Demonstrated ability to communicate and collaborate effectively with a diverse group of internal and external stakeholders, including (but not limited to) users, library and university staff, faculty, and vendors. Ability to communicate specialized, technical information clearly and understandably to a variety of audiences.

Evidence of ability to learn and apply new skills and technologies to solve problems and/or improve efficiency.

Excellent analytical, organizational, and problem-solving skills, including the ability to meet deadlines, prioritize work, learn independently, and respond to changing needs.

Knowledge of current trends and developments related to open educational resources (OER).

Knowledge of library and university practices related to US copyright law and fair use.

Knowledge of applicable laws and library and university practices related to accessibility of course materials for students with disabilities, including the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, WCAG 2.0 and assistive technology.

Ability to provide excellent customer service, including the ability to think critically and work under pressure to communicate with users in difficult transactions.

Salary

Assistant Librarian: $56,000 - $62,000 – Salary commensurate with experience and qualifications.

Associate Librarian: $63,000 - $69,000 – Salary commensurate with experience and qualifications.

How to Apply

To apply for this position, please click on the “Apply” button at the end of the job description if viewing this position through the NAU HR website. Otherwise, to view the original post and to apply, proceed to nau.jobs, follow the “Faculty and Administrator Openings” link, locate vacancy #604456, and then click on “Apply” at the bottom of the page.

You must submit your application by clicking on the “Submit” button by midnight of the application deadline.

Applications must include: (1) a cover letter highlighting your particular qualifications for this position; (2) a resume/curriculum vitae; and (3) names and contact information for three professional references.

If you need assistance completing your application, there are instructions available on the HR website or in person in the Human Resources Department located in Building 91 on the NAU Campus – on the corner of Beaver and DuPont Streets.
If you are an individual with a disability and need reasonable accommodation to participate in the hiring process, please contact the Office of Equity and Access at 928-523-3312/TDD 928-523-1006 or PO Box 4083, Flagstaff AZ 86011

Background Information

Northern Arizona University requires satisfactory results for the following: a criminal background investigation, an employment history verification and a degree verification (in some cases) prior to employment. You may also be required to complete a fingerprint background check.

Additionally, as an employer in the state of Arizona, NAU is required to participate in the federal E-Verify program that assists employers with verifying new employees’ right to work in the United States.

Finally, each year the Northern Arizona University Police Department releases an annual security report. The report is a result of the federal law known as the Clery Act and contains policy statements that address the school’s policies, procedures and programs concerning safety and security including policies for responding to emergency situations and sexual offenses. The report contains three years of data for Clery reportable crime statistics for the campus along with the most current year’s Fire Safety Report, which includes policy statements and fire statistics for Flagstaff on-campus student housing.

Benefits

This is an Academic Professional (APF) position. NAU offers an excellent benefit package including generous health, dental and vision insurance; participation in the Arizona State Retirement System or the Optional Retirement Program; 22 days of vacation and 10 holidays per year; and tuition reduction for employees and qualified dependents. More information on benefits at NAU is available at the NAU HR benefits page.

NAU is a tobacco and smoke-free campus.

Employees offered a position will be eligible for state health plans (including NAU’s BCBS Plan). New employees are eligible for benefits on the first day of the pay period following their enrollment, after their employment date. Employees will have 31 days from their start date to enroll in benefits. If a new employee chooses the ASRS retirement option, participation in the Arizona State Retirement System, and the long-term disability coverage that accompanies it, will begin on the first of the pay period following 6 months after the new employee’s start date. New employees who choose to participate in the Optional Retirement Plan (ORP), which is an alternative to the ASRS plan for faculty and other appointed staff, will begin to participate on the first day of employment. Additionally, the long-term disability plan that accompanies the ORP will begin on the first day of employment. More information is available at the NAU HR benefits page.

Submission Deadline

This vacancy will be open until filled or closed.

FSLA Status

This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and therefore will not earn overtime or compensatory time for additional time worked.
Equal Employment Opportunity

Northern Arizona University is a committed Equal Opportunity/Affirmative Action Institution. Women, minorities, veterans and individuals with disabilities are encouraged to apply. NAU is responsive to the needs of dual career couples.

EEO is the Law Poster and Supplements

NAU is an Employer of National Service. AmeriCorps, Peace Corps, and other National Service alumni are encouraged to apply.