

UNIVERSITY LIBRARIES

NOW HIRING: DIRECTOR OF USER SERVICES

Reporting to the Associate University Librarian for Learning Services & Academic Engagement, the Director of User Services is responsible for the leadership, vision, and administration of borrowing & delivery services, course reserves, resource sharing, stacks maintenance, and information support at the Main & McBay Libraries, in addition to providing oversight of staff at branch locations who are responsible for the service point and day-to-day operations of those facilities.

The Director of User Services sets the service standard for the department, creatively enhancing the user experience—establishing the framework, and providing the support and culture that allow staff to offer consistently excellent customer service; being responsive to user needs by revising and developing policies and services; and performing ongoing assessment of services, and service points, regularly seeking input from the user community and staff. To support these efforts, this position directs the work of 15 full-time staff and approximately 50 student assistants.



Review the full posting and apply at ugajobsearch.com/postings/471816

The University of Georgia is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to age, color, disability, genetic information, national origin, race, religion, sex, or veteran status or other protected status. Persons needing accommodations or assistance with the accessibility of materials related to this search are encouraged to contact Central HR (hrweb@uga.edu).