



UNIVERSITY OF
GEORGIA

UNIVERSITY LIBRARIES

Assistant Director of User Services

Reporting to the Director of User Services, the UGA Libraries seek a collaborative, visionary, and service-oriented individual to serve as our Assistant Director of User Services. This role assists with providing leadership and guidance for a suite of services including: borrowing and delivery, stacks maintenance, first level reference, student employment training and management, and takes a primary role in managing course reserves along with associated copyright guidance as well as oversight of user services functions at our branch locations. Additionally, this position will assist with overall departmental goal setting and execution, communication, and provide back-up support on various systems and applications associated with the management of library materials.

Working with 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; be responsive to user needs by revising and developing new services and policies; and performing ongoing assessment of programs, services, and service points, regularly seeking input from the user community and staff.

This position will contribute to division services and projects and is expected to work collaboratively with colleagues across all library divisions in service of the library's mission.

The Assistant Director of User Services supports the Director in the leadership, vision, and administration of borrowing & delivery services, course reserves, stacks maintenance, and information support at the Main & McBay Libraries. This role also involves direct supervision and support of staff at branch library locations, ensuring the smooth operation of service points and day-to-day activities. The Assistant Director will act as a backup for configuring systems such as FOLIO and will lead the course reserve's function.

Please consider applying at <https://www.ugajobsearch.com/postings/417361>

Assistant Director of User Services

Responsibilities:

General Departmental Support

- Assist the Director in planning, organizing, and implementing the work of the User Services Department, including borrowing and delivery services, course reserves, stacks maintenance, and general informational services.
- Serve as a backup for configuring and maintaining systems such as FOLIO, including circulation rules, policies, and calendars.
- Contribute to the development and revision of library-wide practices, guidelines, and policies related to user services.
- Collaborate with the Director to assess existing services and develop new service offerings based on user needs, informed by qualitative and quantitative data.
- Promote effective communication within the department and across the libraries, ensuring the exchange of necessary information.
- Assist in coordinating focused outreach to special audiences, including new faculty, students, and the broader community.
- Assist in the recruitment, hiring, training, and evaluation of staff and student assistants. Provide guidance and support to student supervisors. Demonstrate strong leadership and decision-making abilities to effectively manage a diverse team.



Course Reserves & Branch Support

- Lead the course reserves function, ensuring timely and accurate processing of materials and responding to user needs. Identify areas for outreach and instruction with faculty and develop, create, and lead in those areas.
- Establish a rapport and regular communication with UGA's Testing & Accessibility office to ensure that students with disabilities have access to the materials they need.
- Directly supervise and support staff at branch library locations (Music & CML), ensuring excellent customer service and efficient operations. Responsible for direct communication with Branch staff whether they are within the reporting structure of this position or not.

Professional Engagement

- Contribute to appropriate library and system-wide committees and working groups.
- Attend professional meetings, workshops and conferences for training and continued professional development.
- Participate in writing grant proposals
- Other duties as assigned.

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

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Minimum Qualifications:

- An ALA-accredited Master's in Library and Information Science or terminal degree in a related field

Additional Requirements:

- At least 3 years of professional library experience
- One or more years of experience managing or supervising faculty or staff

Candidates will be considered at the rank of Librarian I, II, III, or IV.

- To be considered at the level of Librarian II, candidates must have 2 years of professional experience after completion of their master's degree in librarianship/information science or their terminal degree in a related field.
- To be considered at the level of Librarian III, candidates must have 5 years of professional experience after completion of their master's degree in librarianship/information science or their terminal degree in a related field.
- To be considered at the level of Librarian IV, candidates must have 10 years of professional experience after completion of their master's degree in librarianship/information science or their terminal degree in a related field.

For more information about the requirements for the Librarian ranks, please visit this link: [Guidelines for Librarian/Archivist Faculty Rank and Promotion](#)

Relevant/Preferred Education, Experience, Licensure, and/or Certification:

- One or more years of experience managing course reserves
- One or more years of experience with FOLIO automated circulation systems

Preferred Knowledge, Skills, Abilities and/or Competencies:

- Familiarity with automated circulation systems.
- A commitment to explore new trends in the field and integrate new ideas into practice
- Exhibit excellent interpersonal and communication skills to foster a positive and collaborative work environment. Clearly convey information and expectations to staff and actively listen to their feedback and concerns.
- Demonstrate flexibility and adaptability in managing changing priorities and workloads. Be open to new ideas and approaches and encourage staff to embrace change.
- Ability to apply strong problem-solving skills to address challenges and improve services. Encourage staff to think creatively and collaboratively to find effective solutions.
- Possesses imagination and creativity with strong service orientation
- Ability to establish and maintain effective working relationships
- Demonstrated organizational ability, initiative, and flexibility.
- Ability to work both independently and collaboratively.
- Ability to plan, organize, and manage projects.

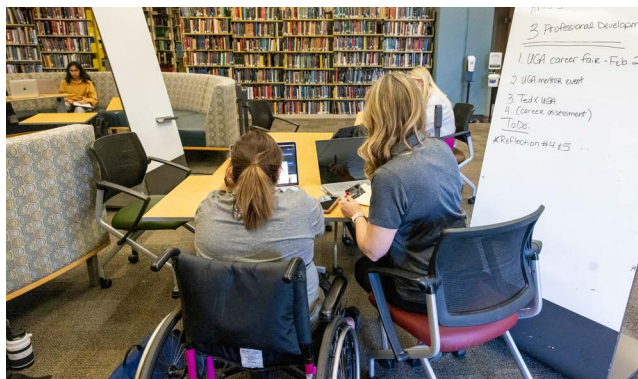
USG Core Values Statement

The University System of Georgia is comprised of our 26 institutions of higher education and learning, as well as the System Office. Our USG Statement of Core Values are Integrity, Excellence, Accountability, and Respect. These values serve as the foundation for all that we do as an organization, and each USG community member is responsible for demonstrating and upholding these standards. More details on the USG Statement of Core Values and Code of Conduct are available in USG Board Policy 8.2.18.1.2 and can be found online at www.usg.edu/policymanual/section8/C224/#p8.2.18_personnel_conduct.

Salary and Benefits: Minimum salary begins at \$65,000–\$80,000. UGA librarians are non-tenured faculty members. UGA offers an attractive benefits program including a choice of health and retirement plans, dental plan, vision plan, tuition remission, paid relocation, 21 days annual leave, 12 days sick leave, and 13 paid holidays.

About the University of Georgia

Since our founding in 1785, the University of Georgia has operated as Georgia's oldest, most comprehensive, and most diversified institution of higher education (<https://www.uga.edu/>). The proof is in our more than 235 years of academic and professional achievements and our continual commitment to higher education. UGA is currently ranked among the top 20 public universities in U.S. News & World Report. The University's main campus is located in Athens, approximately 65 miles northeast of Atlanta, with extended campuses in Atlanta, Griffin, Gwinnett, and Tifton. UGA employs approximately 3,000 faculty and more than 7,700 full-time staff. The University's enrollment exceeds 40,000 students including over 30,000 undergraduates and over 10,000 graduate and professional students. Academic programs reside in 18 schools and colleges, as well as a medical partnership with Augusta University housed on the UGA Health Sciences Campus in Athens.



About University Libraries

The UGA Libraries advance the University of Georgia's mission by providing the best possible access to recorded knowledge, actively contributing to the success of students and faculty through teaching and research services provided in physical and virtual environments, exemplifying the University's strategic priority to serve the people of Georgia and beyond, and upholding the University's commitment to inclusive excellence. A member of the Association of Research Libraries with 75 faculty librarians and archivists, 150 staff and nearly 200 student workers, the UGA Libraries receive more than three million visits per year on average and provide services at nine locations across the Athens campus, among them the Main Library, Miller Learning Center, McBay Science Library, Special Collections Libraries, and Health Sciences Carnegie Library. The UGA Libraries offer nationally distinctive special collections related to Georgia's history, politics, and public policy, and preserves one of the foremost media collections in public broadcasting. The UGA Libraries provide IT support for Georgia Library Learning Online (GALILEO), Georgia's statewide virtual library initiative, and is home to the UGA Press and Georgia Review literary journal. Please visit libs.uga.edu for more information.



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About the City of Athens



Athens is a vibrant college town filled with creative energy. The city is located along the North Oconee River in Clarke County, in northeast Georgia just below the foothills of the Blue Ridge Mountains and only a few hours drive from the Atlantic coast. In 1801 it was chosen as the site of Georgia's first state college and named Athens after the city in Greece.



Nicknamed the Classic City, Athens is best known for great music, a happening food scene, and of course the Georgia Bulldogs, winners of the 2021 and 2022 College

Football National Championship. In the spring, the city's Twilight Criterium, one of the country's largest cycling events, attracts both cyclists and spectators. Athfest, a local music festival held on outdoor stages and in venues around town takes place each summer, and the Hot Corner Festival celebrates the African American business community and culture each June. On autumn Saturdays the town swells as football fans flock to cheer on the University of Georgia Bulldogs. In recent years the town is becoming known around the Southeast for its great breweries like Creature Comforts and Terrapin. Filled with historic architecture and home to the State Botanical Garden of Georgia, Athens is a unique blend of traditional heritage and trend-setting southern culture.

In 1990, the city of Athens and Clarke County combined to form a unified government. Home to more than 100,000 residents, the top three employers include the University of Georgia, Piedmont Regional Healthcare System, and the Athens-Clarke County School District. With more than 12,000 enrolled students, the Athens-Clarke County School District is proud to serve a diverse population across 14 elementary schools, 4 middle schools, and 2 high schools, as well as an early learning center and community career academy.

Special Instructions to Candidates:

Applicants should attach a 1-2 page letter of interest, a complete CV, and the names, titles, and contact information of three professional references. The University of Georgia Libraries wish to emphasize that preferred qualifications are not required and we are committed to helping our future colleagues develop preferred knowledge, skills and abilities.

Applicants are encouraged to communicate the ways in which their work meets required or preferred qualifications in ways that may not be obvious. Candidates are encouraged to submit their materials by April 14, 2025, however, the position will remain open until filled.



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Questions? Email libjobs@uga.edu