Director of Research, Teaching and User Services

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Type: Full-Time
Salary: $9,166.67 - $10,000.00 per month
Posted: 30 days ago
Category: Libraries



Director of Research, Teaching and User Services

The Claremont Colleges Services (TCCS) is the central coordinating and support organization for a highly regarded cluster of seven independent colleges known as The Claremont Colleges. TCCS, with about 300 staff members, provides exceptional shared services to 9,000 students, and almost 3,600 faculty and staff. TCCS staff work in both student-facing services as well as administrative and operational services. Our numerous departments are located throughout The Claremont Colleges campus in the beautiful city of Claremont, California.

ABOUT THE POSITION:

Reporting to the A.J. McFadden Dean of the Library, and serving as a member of the Library's senior leadership team, The Director of Research, Teaching and User Services (RTUS) leads a division that is engaged in information literacy instruction, reference and research services, collection development, scholarly communication/open access outreach, liaison work, and a variety of user and access services, including: building access, general collection circulation and a robust course readings program. This position provides an opportunity to bring vision, creativity, and organizational skills to enhance the three units of the RTUS division: Research Services (RS), Information Literacy & Student Engagement (ILSE), and User Services (US). In addition, this position will collaboratively work with colleagues to sustain and develop public and instructional services that meet the educational and informational needs of The Claremont Colleges community.

The Director of Research, Teaching and User Services requires a capacity to thrive and respond effectively to the evolving and unique needs of The Claremont Colleges, a distinctive consortium comprised of five undergraduate colleges and two graduate institutions located forty miles from Los Angeles in the college town of Claremont, California. The Library is a member of the Oberlin Group of Libraries, the HathiTrust, the Greater Western Library Alliance (GWLA), the Center for Research Libraries (CRL) and the Statewide California Electronic Library Consortium (SCELC). It is one of eighteen main service departments of The Claremont Colleges Services (TCCS) which is the central support organization for The Claremont Colleges. The Claremont Colleges Services Library Staff Federation (AFT Local 6735) represents the majority of professional and paraprofessional staff within the Library.

> Priority Deadline: The deadline for first consideration is January 16, 2026. Please note that a cover letter and CV/resume are required along with the application.

ESSENTIAL FUNCTIONS

Divisional Leadership

- Identifies, anticipates and reports on emerging trends in information literacy instruction, assessment of student learning, research support, collection development, scholarly communication and copyright issues, artificial intelligence (AI) as it relates to academic libraries, access service design and student success/student wellness initiatives.
- Working with the division's Unit Heads,and in consultation with the Dean, maintains the visibility of the Library's research and teaching services for the undergraduate colleges with faculty and departmental constituencies

- Working with the Head of Research Services, and other stakeholders within the Library, investigates, and implements, best practices in scholarly communications outreach mechanisms as well as best practices in the creation of public guides and instructional information to facilitate the development of Open Educational Resources (OERs).
- Emphasizing a strong learner-centered service ethic, develops a common research support model for all in-person service points within the Library in collaboration with Library Leadership Team (LLT) colleagues.
- Identifies, envisions, and implements further synergies between the User Services unit and the Research Services and Information Literacy and Student Engagement units especially in the areas of student outreach, orientations and course readings.
- Collaborates with the Distinctive Collections and Digital Scholarship (DCDS) division on developing complementary public service offerings and methods to encourage the sharing of scholarly output. Encourages collaboration among, and capacity-building for, librarians in the use of primary sources, digital scholarship and data science methods.
- Collaborates with the Collections, Metadata, and Resource Sharing (CMRS) division on allocating the Materials Budget across disciplines and types of resources. Works cross-divisionally on planning and overseeing strategic collections maintenance and assessment projects.
- Actively represents the Library in professional associations; maintains currency with new and emerging standards and best practices in the field; shares knowledge and expertise within the division and with other colleagues, and encourages divisional staff to do the same.

Organizational Leadership

- As a member of the Library Leadership Team (LLT), contributes to overall library strategic planning activities, representing the RTUS division, and plays a key role in the implementation of the Library's strategic initiatives.
- Works collaboratively with Library leadership colleagues on cross-divisional communication, data-informed decision-making, and related efforts to foster an organizational culture of planning, assessment, experimentation, and strategic thinking.
- Represents the Library in high level stakeholder outreach activities aimed at deepening the Library's understanding of the colleges' needs and the colleges' understanding of the Library's existing and potential future contributions.
- Performs other related duties as assigned.

Supervisory Responsibility

- Number of direct reports: 3
- Titles of direct reports: Head, Information Literacy & Student Engagement; Head, Research Services; Head, User Services
- Recruit, select, train, evaluate, and develop staff.
- Clearly communicate job requirements and expectations.
- Coordinate training and resources to support the performance of work duties.

- Provide ongoing coaching that is balanced, helpful, timely, and contributes to a work environment of open communication, ownership of duties, and trust.
- Address performance issues early, create appropriate documentation, and ensure follow through. Collaborate with Human Resources as needed.
- Complete annual written performance reviews.

QUALIFICATIONS

Unless otherwise stated, the following qualifications are required to perform the essential functions of this position, or the individual must demonstrate how the essential functions will be performed (with or without reasonable accommodation) using other qualifications not listed below.

Education/Training:

ALA-accredited MLS/MLIS or equivalent education and experience.

Experience:

- Minimum of four years of experience in an academic or research library and demonstrated evidence of progressively increasing scope of responsibility.
- Minimum of three years of supervisory experience.
- Demonstrated experience in strategic planning and providing leadership to achieve organizational goals and priorities.
- Experience with conducting and leading outreach to faculty or academic program leaders on campus.
- Teaching and instruction experience within an academic or research library.

Competencies:

- Ability to be proactive, adaptable, and effective as a leader and senior administrator to respond to evolving Library and campus priorities in a complex environment.
- Deep understanding of the academic library's role in teaching, learning, and research.
- Knowledge of current academic library trends in information literacy, research services, scholarly communication, artificial intelligence (AI) and copyright education, collection development and access services.
- Understanding of how digital literacy and scholarly communications intersects with, complements, and extends information literacy concepts and practices..
- Experience with providing and assessing innovative library services to undergraduates, graduate students, faculty, and staff
- Ability to work collaboratively at all levels of the organization, and in particular with other senior leadership members, to articulate strategic priorities and vision for The Claremont Colleges Library and to provide leadership to achieve organizational goals.
- Exemplary emotional intelligence and diplomacy skills when working with colleagues and users.

- Demonstrated leadership and analytical skills, creative and innovative problem-solving skills, and a strong commitment to service excellence.
- Demonstrated commitment to diversity, equity, and inclusion initiatives including staff training, recruitment and retention strategies and student success.
- Commitment to fostering an inclusive educational environment and workplace and ability to work with a diverse student and faculty population.
- Excellent oral and written communication skills.
- Demonstrated skills in promoting teamwork and collegiality among colleagues.
- Commitment to service and contributions to the profession as demonstrated by a record of participation in national professional associations and presentations at the local and national level.
- Commitment to ongoing professional development and personal leadership growth.

Preferred Experience:

- Experience working with academic consortia.
- Managerial experience with collective bargaining units.
- Certification or training in copyright and/or Open Education librarianship

Work Schedule: The regular hours for this full-time position are 40 hours scheduled from 8:00 a.m. to 5:00 p.m., Monday through Friday for 12 months annually. May be required to work holiday, weekend, and/or evening hours. Regular hours may vary due to the needs of the organization or business unit. This position is eligible for a hybrid work schedule to work partial hours remotely as approved by the supervisor.

COMPENSATION

Pay: The pay rate for this position is competitive and commensurate with the duties, responsibilities, and qualifications required for the position, between $9,166.67 and $10,000 per month.

Benefits: This position is eligible for our employment benefits package including:

- medical, dental, vision,
- 10% retirement contributions after one year (no matching required),
- group life insurance,
- generous time off,
- professional development funds,
- discounts for mobile plans, software, and entertainment,
- access to fitness facilities,
- and more!

Disclaimer: This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications

required of employees assigned to this position. When duties and responsibilities change and develop, The Claremont Colleges Services will review this job description and make changes of business necessity.

To view additional information and to apply, visit https://theclaremontcolleges.wd1.myworkdayjobs.com/en-US/TCCS_Careers/job/Honnold-Mudd-Library---LC10000/Director-of-Research--Teaching-and-User-Services_REQ-7735-1

Equal Opportunity Employer:
TCCS is an equal opportunity employer. TCCS managers make employment decisions on the basis of merit, with the aim to have the best available person in every job. TCCS prohibits discrimination based on race, color, religious creed (including religious dress and grooming practices), gender (including gender identity and gender expression), national origin or ancestry, genetic information, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation, sex (which includes pregnancy, childbirth, breastfeeding, and medical conditions related to pregnancy, childbirth, or breastfeeding), military or veteran status, and status with regard to public assistance, or any other basis protected by federal, state or local law or ordinance or regulation. TCCS also prohibits discrimination based on the perception that anyone has any of these characteristics, or is associated with a person who has or is perceived as having any of these characteristics. All such discrimination is unlawful.

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