Head of Public Services for Hillman Library
University Library System
University of Pittsburgh

The University Library System at the University of Pittsburgh seeks an imaginative, innovative, flexible, forward-looking, and collaborative individual to serve as the Head of Public Services for Hillman Library. This position reports to the Associate University Librarian for Research and Learning and provides transformational leadership for user-centered services for the colleges and schools of the University of Pittsburgh community that are supported by Hillman Library.

Responsibilities

The incumbent leads a unit whose mission is to integrate library expertise, resources and services more deeply and productively into teaching, learning and research activities at the University.

The incumbent performs a range of planning, managerial and supervisory duties that include, but are not limited to, the following:

- Builds upon the ULS liaison librarian program, expanding outreach and enabling ULS librarians to connect and engage directly, proactively and productively with faculty and students.

- Develops and provides oversight for the Donald Steele Wood Service Desk in Hillman Library, and coordinates the services offered at this desk with other service desks across the ULS. Staff at this desk will efficiently and effectively field questions of all types, both in person and virtually, provide ready reference and support the circulation, reserves, interlibrary loan programs and document delivery functions.

- Provides direction and oversight for all forms of user-centered information literacy and research education programs, inside and outside the library, and partners with other campus centers and organizations to provide information literacy and research education specific to their needs.

- Directs the Hillman Library liaison librarians initiative, the library instruction program, and supervises the managers of the Hillman Library service desk, with overall responsibility for approximately eleven librarians and thirty staff. The incumbent has overall managerial
responsibility for in-person and virtual reference services, research consultation services, circulation and course reserves, and the document delivery/interlibrary loan services.

- Fosters continuous improvement initiatives designed to enhance communication, community awareness, and satisfaction with ULS research and education support services.

The incumbent attends meetings and serves on committees in the ULS and the University as necessary and appropriate.

Librarians at the University of Pittsburgh are members of the faculty and are expected to demonstrate continuous professional development in addition to performing their specific responsibilities. This expectation includes such activities as participating in and contributing to departmental, library and campus-wide committees or working groups as well as the profession at a regional, national, and/or international level, maintaining a broad awareness of current and emerging issues that affect their particular areas of expertise, participating in relevant publishing and presentation opportunities, and pursuing knowledge of professional trends and developments that can be applied to evolving research, services and collections.

Qualifications

- ALA-accredited MLS/MLIS or equivalent advanced degree
- Minimum three years of increasingly responsible, relevant professional experience in an academic research library, with a particular expertise in the design, evaluation and delivery of user-centered services
- Progressively responsible management and supervisory experience in an academic research library or in comparable higher education environment
- Demonstrated leadership skills, including keen analytical and conceptual abilities
- Strong interpersonal and public communication skills
- Experience with assessment of services
- Ability to lead organizational change, inspire innovation, build collaboration, delegate responsibilities appropriately, and develop staff
- Knowledge of emerging trends in higher education
- Commitment to fostering an inclusive, diverse work environment and transparency in decision-making
- Strong publication and presentation record, as well as a record of professional engagement that will allow for the appointment at Librarian II or Librarian III level
The University of Pittsburgh Library System
The University of Pittsburgh's University Library System (https://www.library.pitt.edu/) is a member of the Association of Research Libraries and contains over 4.7 million print and electronic volumes, including access to over 300,000 journals and 570 databases. The University Library System (ULS) consists of 14 libraries and employs 75 faculty librarians and 103 staff. In addition to the ULS, the University of Pittsburgh includes libraries for the health sciences and law school.

The ULS stands at the center of intellectual life at the University of Pittsburgh, fostering connections and knowledge creation and dissemination that help faculty, students, and researchers from around the world to excel in research, scholarship and creative expression. It supports and enhances faculty and student productivity through its extensive collections, innovative Open Access publishing, and user-centered focus.

The ULS has recently enacted a major organizational realignment and is currently aggressively hiring in many areas of strategic priority, including research support, digital scholarship and creation, entrepreneurship and innovation, as we are repositioning our services to respond to and anticipate changes in research, teaching, and learning. We are also in the midst of a top-to-bottom renovation of Hillman Library, the central library of the University of Pittsburgh campus which saw 1.9 million visitors in FY17. The reinvented Hillman (http://library.pitt.edu/hillmanreinvention) will be a light-filled home to spaces, from vibrant to serene, for digital making and exploration, showcasing unique collections, advancing academic study, and fostering energetic, collaborative exchange.

This is an exciting time to join the Pitt library system and contribute to envisioning the library of the future.

The University of Pittsburgh
Founded in 1787, the University of Pittsburgh (http://www.pitt.edu/) is one of the oldest institutions of higher education in the United States. Today Pitt is an internationally recognized center of learning and research, strong in the arts and sciences and the professions. Pitt serves approximately 32,000 students, including more than 9,000 graduate students, in the 16 schools at the Pittsburgh campus and the four regional campuses. Pitt attracts, on average, more than $700 million in research funding every year. It is also one of the nation’s top producers of Fulbright students and scholars for the 2017-18 academic year (according to the U.S. Department of State’s Bureau of Educational and Cultural Affairs), and is among only 16 institutions in the country to be named a top producer in both the Fulbright U.S. Student and Scholar programs. In 2018, for the second consecutive year, the Wall Street Journal/Times Higher Education College Rankings named Pitt as the best public university in the Northeastern United States.

The City of Pittsburgh
The city of Pittsburgh is located in the foothills of the Allegheny Mountains in Southwestern Pennsylvania. Consistently ranked as one of the most livable cities in the United States, Pittsburgh is
recognized for its natural beauty and unique blend of cultural, education, and technological resources. Additional information on the city of Pittsburgh can be found at: https://www.visitpittsburgh.com/

**Salary:** Commensurate with experience. Comprehensive benefits package including one month vacation per year; excellent medical plans; TIAA/ Vanguard; and tuition assistance.

The ideal candidate will meet the criteria for appointment at Librarian III rank with the granting of Expectation of Continuing Employment at the time of hire. If these criteria cannot be met at the time of hire, the successful candidate will be appointed within the expectation stream for librarians at a rank commensurate with experience (for additional information please see: http://pi.tt/GuidelinesFacultyLibrarians).

To apply, submit letter of application and CV with the names/addresses/phone numbers of three professional references via email to: William Gentz, Director of Administrative Services (gentz@pitt.edu)

Visa sponsorship is not offered with this position.

*Review of applications will begin immediately and continue until position is filled; primary consideration will be given to those received by July 6, 2018.*

The University of Pittsburgh is an Equal Opportunity Employer

Minorities/Women/Vets/Disabled