Position Announcement

HEAD OF LIBRARY TECHNOLOGY
University of Miami Libraries
Coral Gables, Florida

SUMMARY OF POSITION:

The University of Miami Libraries seeks nominations and applications for a collaborative, innovative, and service-oriented professional to serve as the Head of Library Technology for the University of Miami Libraries. Under the general direction of the Associate Dean for Information Systems, Access, & Facilities, the Head of Library Technology provides creative leadership, management, budgetary oversight, and expertise to develop and execute the long-term technology strategy in support of the Libraries’ mission. This individual will collaborate with library staff in the six University of Miami Libraries [Richter, Architecture, Business, Marine Science, Medical, Music], the Law Library, and UM Information Technology [UMIT] on technological needs and expectations. This individual will lead the support and administration of the shared ExLibris Alma platform, Primo discovery service and related enterprise applications, including serving as the technical lead in UM’s partnership with ExLibris for the development of the Esploro Research Services Platform. The Head supervises a department of six, including the Integrated Systems Librarian and Systems Support Manager, responsible for the Libraries’ computing infrastructure of staff and public access computers and AV room/event support.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Leadership

- Manages Systems departmental operations and budgets; plans and guides major purchases of hardware and software. Provides management and statistical reports on library systems operations. With unit leads, shares responsibility for the communication and management of services.
- Manages the integration, implementation, and maintenance of library software and systems to provide user services and enhance staff productivity. Serves as primary liaison with library software vendors.
- Provides technical expertise in the analysis of the IT infrastructure needs of Libraries’ end-users and staff and library-supported services; Develops and implements technology policies, plans, and programs, coordinating and cooperating with UML and University partners; represents library technology needs and priorities to campus stakeholders.
- Maintains an awareness of information technology standards and digital library initiatives and their application in academic libraries, and provides recommendations about local implementation where appropriate.
• Participates on and leads project teams

Management

• Supervises personnel assigned to the department, its sub-unit, and relevant activity of other, non-department automation systems administrators [Primo Technical Administrator and back up Alma General Administrator within Metadata & Discovery Services].
• Recommends personnel actions of staff and ensures employees receive appropriate mentoring, training, supervision, and support to excel in their jobs.
• Communicates and interacts appropriately, effectively, and positively.

Collaboration & Communication

• Communicates frequently and effectively with all University staff, faculty, and administrators in a timely manner regarding procedures, policies, and other necessary information.
• Maintains a helpful and supportive customer service behavior with all library customers internal and external.
• Represents the Library nationally, and acts as primary liaison between vendors and library system users, and the Libraries.
• Participates in committees and teams within and outside the Libraries to provide services to the Libraries, University, and the Community. Leads monthly Ex Libris Coordinating Council meetings, and attends Functional Group meetings. Serves as alternate UML representative to the University’s Information Technology Leadership Committee.
• Undertakes special projects as needed and assigned; Performs other duties as needed.

SUPERVISORY RELATIONSHIPS

• The Head of Library Technology reports to the Associate Dean of Information Systems, Access & Facilities. Direct reports are the Integrated Systems Librarian and the Systems Support Manager, who supervises the Desktop Support unit.

WORKING RELATIONSHIPS

• On a daily basis works with library faculty, teaching faculty, staff, student employees, students, and campus IT. Exercises authority, recommends and participates in decisions and actions at the organizational level.

QUALIFICATIONS (Education, Experience, Skills, Training, etc.)

Required:
• Master’s degree from an ALA accredited program, Information Science, Information Technology, or related field.
• Minimum of three years of progressively responsible management and supervisory experience in information technology management, including administration of library automation systems such as Alma, Primo, or other ILS platforms, in a medium to large research library or similar organization.
• Experience developing and/or supporting solutions for library workflows (digital publishing, document delivery, cataloging, interlibrary loan, etc.) and an understanding of the application of technology to scholarship and teaching.
• Familiarity with existing and emerging metadata standards, models, applications, and initiatives, such as BIBFRAME, EAD, RDF, XML, Dublin Core, OAI-PmHand linked data.
• Demonstrated knowledge of issues and trends related to information technology
• Successful experience with project management and project assessment, including ability to manage multiple priorities.
• Supervisory experience and experience working with budgets.
• Strong public or customer service skills, working independently and collaboratively with both IT and Libraries staff.
• Excellent written and oral communication skills; ability to explain technical issues or provide technical instruction to individuals with diverse technological proficiency.
• Familiarity working with server operating systems, preferably UNIX and/or Linux.

Highly Desirable:

• Evidence of leadership skills and innovative management with a strong commitment to fostering growth and development in others.
• Knowledge of user authentication/authorization protocols, including CAS, Shibboleth, and LDAP.
• Experience in a variety of web scripting languages and standards (e.g. JavaScript, jQuery, XML, XSLT, CSS).
• Experience with the implementation of third-party applications into library systems.
• Experience preparing statistics and reports to help administrators and groups make data-informed decisions.
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Context:

THE UNIVERSITY: The University of Miami (www.miami.edu) is one of the nation’s leading research universities in a community of extraordinary diversity and international vitality. The University is a privately supported, non-sectarian institution located in Coral Gables, Florida, on a 260-acre subtropical campus with operations at three additional locations throughout the greater Miami region: Medical campus (downtown Miami); Marine and Atmospheric Science campus (Virginia Key); and South Campus (Richmond Facility). The University comprises eleven degree granting schools and colleges, including Architecture, Arts and Sciences, Business
THE LIBRARY: The University of Miami Libraries (UML) rank among the top 50 research libraries in North America with a collection of over 3.9 million volumes and 100,000 current serial subscriptions. UML comprises six libraries across the University’s three campuses. UML locations on the Coral Gables campus include: the Otto G. Richter Library (the central, interdisciplinary library); the Paul Buisson Architecture Library; the Judi Prokop Newman Business Information Resource Center; and the Marta and Austin Weeks Music Library. The downtown Miami campus hosts the Louis Calder Memorial Library. The Virginia Key campus hosts the Rosenstiel Marine and Atmospheric Science Library. Libraries at the School of Law and the Department of Ophthalmology in the Medical School are administered independently. The University of Miami Libraries provide support and services for 10,832 undergraduates, 6,171 graduate students, and 15,630 full and part time faculty and staff. UML employs 85 professionals (including 61 librarian faculty), 97 support staff and 56 FTE student employees. UML is a member of and contributor to the Association of Research Libraries, Association of Southeast Research Libraries, Association of Academic Health Science Libraries, Council on Library and Information Resources, OCLC Research Library Partners, International Federation of Library Associations, Center for Research Libraries, Digital Library Federation, Hathi Trust, Academic Preservation Trust, Consortium of Southern Biomedical Libraries, Florida Collaboration of Academic Libraries of Medicine and Southeast Florida Library and Information Network. UML licenses electronic resources through the Northeast Research Libraries and Lyrasis consortia. UML is a member of the Rosemont Shared Print Alliance, Scholars Trust and Florida Academic Repository (FLARE).

THE DEPARTMENT: The Library Technology Department is responsible for implementing innovative information technology services that support the learning, scholarship, and work of UM faculty, students, researchers, and staff; AV room and event support for a growing public events program; and support of public and staff computing within the Libraries, including maintaining a fleet of laptops for patron loan, tutor, and instructional use. The Libraries software portfolio directly managed by the department includes Ex Libris Alma LSP, Primo Discovery Services, Leganto Course Reserves, and Esplora Research Services platforms; Atlas Systems ILLiad Interlibrary Loan and Aeon Special Collections Management systems; and EZProxy. The department is comprised of two Librarian Faculty members (Head and the Integrated Systems Librarian), the Systems Support Manager (exempt administrative professional), and four non-exempt technicians. Library Technology is part of the Libraries’ Information Systems, Access & Facilities Division (Access Services, Facilities, Metadata & Discovery Services, and Library Technology). The Library Technology offices and work room are located on the third floor of Richter Library, with additional storage and imaging work room on the eighth floor.

Salary and Benefits:
Compensation will be competitive and will be commensurate with the experience and qualifications of the person selected. Appointments at the Librarian Associate Professor rank and above are typically five-year, renewable contracts. The University of Miami offers a comprehensive benefits package including: 403b retirement plan; medical, dental, and vision benefits; life, disability, and long-term care insurance available; tuition remission; thirteen paid holidays; and twenty-two days annual vacation. Additional employment benefits available include credit union; Employee Assistance Program; bookstore and sporting event discounts; and optional fee-based membership in a state-of-the-art wellness center. Moving allowance is available. No state or local income taxes.

Applications:
Review of applications will begin on May 30, 2019, and continue until the position is filled. Applications should be submitted here and must include a letter of interest, curriculum vitae and the names of three references. Materials should be combined in one .pdf file, and uploaded when prompted for one’s Resume/CV (5MB max).

The University of Miami is an Equal Opportunity Affirmative Action Employer. The University has a strong commitment to diversity and encourages applications from candidates of diverse cultural backgrounds.