

# FALSC

Florida Academic Library  
Services Cooperative

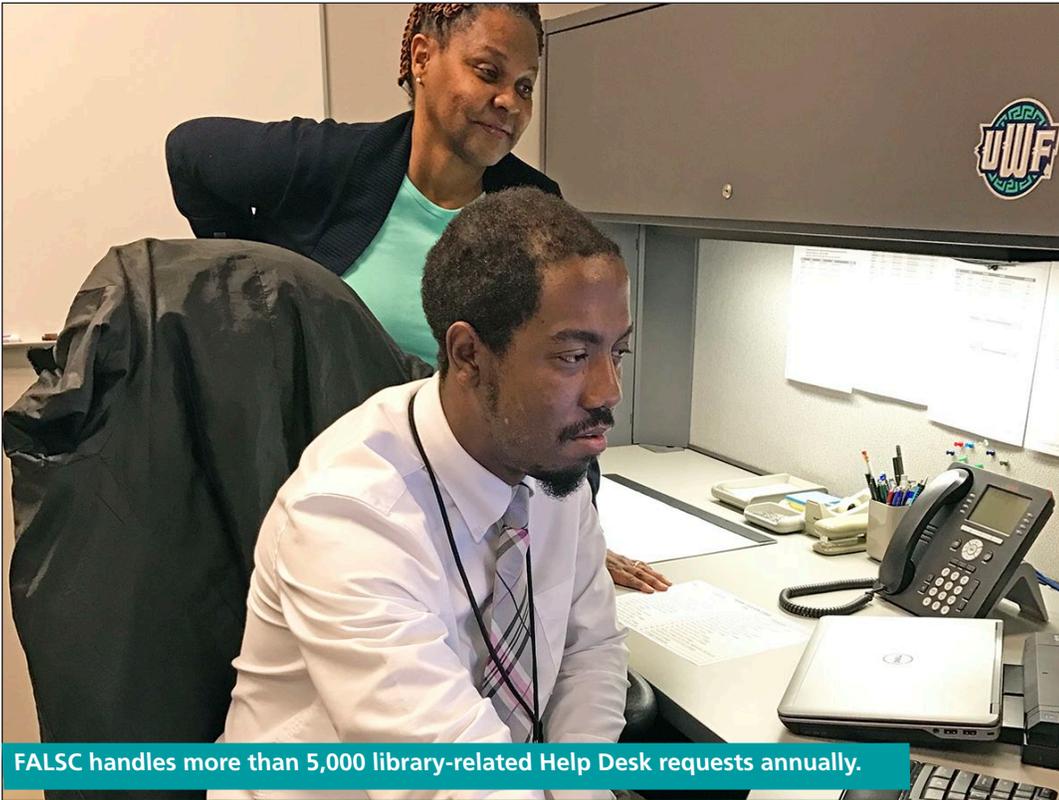
INVITING APPLICATIONS AND NOMINATIONS FOR THE

## Director of Library Support and Training



# Director of Library Support and Training

at the Florida Academic Library Services Cooperative



The Florida Academic Library Services Cooperative (FALSC) invites applications and nominations for **Director of Library Support and Training**. A member of the FALSC Leadership Team, the Director helps put a face on the organization for the 40 institutions FALSC serves, overseeing outreach, training, and professional development for library staff statewide, and support for staff, faculty, and students. The position is ideally suited for a candidate with a deep knowledge of library services and a love of people. The Director reports to FALSC's Executive Director and supervises the Library Relations workgroup, FALSC Communications, and a centralized Help Desk.

## THE OPPORTUNITY

The Florida Academic Library Services Cooperative (FALSC) provides services, support, and resources for the state's public, post-secondary academic libraries. Established by statute, it is part of the Florida Virtual Campus (FLVC) and is administered by the University of West Florida (UWF) Innovation Institute.

For the library professional, FALSC offers great opportunity for leadership and growth:

- Join a forward-thinking team focused on service and innovation.
- Contribute to the success of 40 colleges and universities, more than 150 campus libraries, and nearly 1.3 million students, faculty, and staff.
- Contribute to your field on both the national and international levels through participation in organizations such as the International Coalition of Library Consortia.

**FALSC**  
BY THE  
**NUMBERS**

Serves Nearly

**1.3**  
MILLION

STUDENTS, FACULTY,  
& STAFF ACROSS  
FLORIDA

AT

**150+**  
CAMPUS  
LIBRARIES

FOR

**40**  
COLLEGES &  
UNIVERSITIES

WITH

**MORE THAN**

**3**  
MILLION

LIBRARY MATERIALS  
**CHECKED OUT**  
**ANNUALLY**

# Director of Library Support and Training

## at the Florida Academic Library Services Cooperative



### Statement of Purpose

The Florida Academic Library Services Cooperative is established to provide a single library automation system and associated resources and services that all public postsecondary institutions shall use to support learning, teaching, and research needs.

*Florida Statue 1006.73 (1)*

For member libraries, FALSC provides:

- A state-of-the-art integrated library system (ILS) along with a shared catalog and a statewide collection of online journals, e-books, and other e-resources
- Support for open educational resources and digital collections
- In-person and online training, professional development, and consultation for library staff
- A statewide Help Desk offering support to staff and students

This is an exciting time to join FALSC, as the organization and member libraries are transitioning to a next-generation ILS. This multi-year effort marks the largest transition to an integrated academic library catalog/discovery system in Florida's history.

FALSC and its predecessor organizations have worked with postsecondary libraries for more than 30 years. Though consortial in nature, FALSC is not a true library consortium. It is advised rather than directed by institutions through a Members Council on Library Services. FALSC's success, however, is ultimately determined by the value of its work to the libraries it serves.

FALSC has offices in Tallahassee and Gainesville, two college and university towns situated in the green, forested landscape of northern Florida, and works with UWF administrators in Pensacola.

For more information on the organization, visit [FALSC.org](http://FALSC.org).

### THE POSITION

The Director leads the Library Support and Training Division of FALSC to deliver services and support to staff, faculty, and students at Florida's public colleges and universities. The division includes Library Relations, FALSC Communications, and the Help Desk. The position is based at FALSC's Tallahassee office.

Customer relations is a large part of the position. The Director works closely with the Members Council on Library Services, an advisory board made up of one presidentially appointed representative from each institution, to ensure that FALSC meets the needs of staff and leaders at Florida's public postsecondary libraries.

The Director facilitates customer engagement and member involvement through formal and informal gatherings, webcasts, digital communications, and other events. The Director also sometimes deals with customer issues, using high-level persuasion and negotiation skills to resolve them.

This leadership position is creative, tasked with identifying and defining strategic services issues and trends for FALSC action. Leading the work of project teams, the Director develops strategies, designs policies, and utilizes resources to design new functions and features to existing services. As part of that process, the Director synthesizes feedback on original ideas for development and presents ideas to the Executive Director and teams for discussion.

While fostering a work environment that implements libraries' best practices, the Director collaborates on developing and implementing strategies for achieving organizational and division goals and initiatives.

This position communicates with staff at all levels in the Florida State University System and Florida College System libraries, FALSC, FLVC, and the University of West Florida Innovation Institute, as well as external vendors, agencies, and other entities on behalf of the organization.

### Additional Responsibilities

- Works with the Help Desk Manager and the Library Relations Assistant Director to plan, develop, and direct the work of staff in utilizing objectives set by the Executive Director of FALSC.

# Director of Library Support and Training

at the Florida Academic Library Services Cooperative



- Develops and prepares plans, budgets, policies, procedures, and reports to address all areas of responsibility within available resources and strategic organizational goals.
- Maintains sound fiscal practices and meets the requirements of the rules of UWF finance and administration regarding payment to vendors and payment processing.
- Ensures proper handling of confidential and sensitive information.
- Plans and approves workload; prepares and completes performance evaluations; participates in the hiring process; and manages overall performance of assigned staff.
- Supervises the work of the Communications Coordinator to ensure that customers have timely, accurate and useful information regarding FALSC in a range of formats, including print, electronic, and social media.
- Works with Marketing to develop resources for the marketing of FALSC products and services.
- Works collaboratively with the FALSC Leadership Team to develop budgets and prepare fiscal reports, as needed.
- Performs time-sensitive tasks and meets established deadlines; maintains effective communications with FLVC staff; maintains effective working relationships.

- Assists with the planning and implementation of the new integrated library system.
- Represents FALSC at meetings and professional events.
- Uses standard office productivity, collaboration, and workspace software tools.

Some evening and weekend work may be required.

## QUALIFICATIONS

**Minimum requirements** include a master's degree in an appropriate area of specialization and two years of appropriate experience; or a bachelor's degree in an appropriate area of specialization and four years of appropriate experience.

A master's degree in library and information science or equivalent degree from an ALA-accredited program is strongly preferred.

Other preferred qualifications include:

- Excellent interpersonal skills; excellent written and verbal communication skills
- Prior work experience in an academic library or with an academic library consortium or service organization
- Experience with integrated library systems
- Understanding of technology trends and developments relevant to academic libraries

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- Demonstrated ability to formulate and implement policy, strategic plans, goals and objectives regarding the development and delivery of user-oriented library programs and services at a statewide level
- Ability to provide organization-wide leadership in the achievement of mission, vision, goals, and values
- Strong commitment to excellence in all aspects of service delivery
- Advanced analytical and problem-solving skills to assess and respond creatively to broad administrative-level issues
- Commitment to a full range of effective organizational communications, with ability to deliver audience-appropriate information in both structured and unstructured settings
- Ability to develop and foster effective collaboration at all levels of the organization and to foster a success-oriented culture organization-wide.
- Ability to provide mentoring and coaching for career development at all levels of the organization
- Ability to foster the acceptance and negotiation of accountability and responsibility organization wide

### TALLAHASSEE, FLORIDA

Tallahassee offers Southern charm with a sophisticated flair. Located in the state's panhandle, Florida's capital city is known for its natural beauty, cultural richness, world-class entertainment, thriving business community, and outdoor recreational offerings.

The Tallahassee metropolitan area has a population of more than 375,000 residents. The city has received national recognition for its "business friendly" attitude, represented by a highly educated workforce, engaged high-tech industry, and world-renowned research. Tallahassee is home to two public universities, Florida State and Florida A&M, and Tallahassee Community College.

Offering an exceptional quality of life, the city has many established neighborhoods, museums, parks, a natural-habitat zoo, festivals, and more. A 10-block historic district preserves the town's gracious old homes.



### APPLICATION & NOMINATIONS

Confidential inquiries are welcomed, and nominations are invited.

1. **Application packet** must include:
  - a. Letter of interest
  - b. Resume
  - c. At least five references with full contact information, including emails (References will not be contacted without consent from applicants.)
2. **Submit application to:**  
**FALSC-LibS@myersmcrac.com**

Applications received by **September 15, 2017**, will be given priority consideration.

**Nominations** should include contact information with emails for the individual nominated. Submit nominations to: **FALSC-LibS-nominate@myersmcrac.com**

**Emily Parker Myers**, CEO of **Myers McRae Executive Search and Consulting**, is assisting the Florida Academic Library Services Cooperative with this search.



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www.myersmcrac.com | 478.330.6222

*The University of West Florida is an Equal Opportunity/Access/Affirmative Action employer. Any individual who requires special accommodations to apply is requested to advise UWF by contacting the UWF Human Resources Department at 1-850-474-2694 (voice) or 1 850 857 6114 (TTY). A criminal background check is required for successful candidates. E-Verify requirements may apply for employment in certain positions. All records submitted in support of employment applications may be subject to Florida public records law.*