



Director of Library Patron Services

Hudson County Community College is an award-winning, comprehensive urban college with two campuses located just minutes from Manhattan in Jersey City and Union City, NJ. Fully accredited by the Middle States Commission on Higher Education, the College offers courses and classes in a wide variety of disciplines to the people and businesses of Hudson County, one of the most historic and ethnically diverse areas of the United States. The College was recognized with the 2012 Association of Community College Trustees (ACCT) Northeast Regional Equity Award, was one of just five finalists in the U.S. for the American Association of Community Colleges' (AACCC) Student Success Award, and was presented with the New Jersey Business & Industry Association's Good Neighbor Awards in 2009 for the Culinary Arts Conference Center and in 2012 for the North Hudson Campus Project, and in 2015 for the Library Building. The Libraries were awarded the ACRL Excellence in Academic Libraries award in 2016, the first New Jersey academic library to win the award. We are proud to offer this exciting leadership opportunity to fulfill one's career goals in a progressive, vibrant, urban environment.

Reporting to the Dean of College Libraries, the Director of Patron Services plays an essential role on the library management team. This position provides leadership for access service operations and technologies, supervision of patron services staff, stacks management and development of policies, procedures and workflows ensuring excellent user experience in and across the college libraries. As a member of the library's full-time professional staff, reference, instruction and collection development/liaison duties are also expectations of the role.

Major Responsibilities:

- Manage administrative operations related to access services including service desk schedules, circulation, course reserves, and stacks maintenance and study spaces.
- Supervise, train, mentor and support library associates and student workers to promote excellent customer service.
- Develop, recommend, communicate and enforce patron service policies, workflows and procedures.
- Evaluate and improve library service desk functions to meet changing user needs.
- Oversee communication relating to library access services including displays, signage, maps, brochures, monitors and online information (LibGuides, college website) to ensure timeliness and accuracy.

- Provide backup support to library service desks as need dictates, which may include nights and weekends.
- Serve on the library management team.
- Collect and compile statistics and reports.
- As a campus citizen, participate in library and college-wide committees.

Qualifications:

- Master's degree from an ALA-accredited library science or information science program.
- Minimum 2 years of supervisory experience, including hiring, training, and scheduling of staff and student employees, preferably in an academic library or multi-branch library system.
- Experience providing reference service and library instruction in an academic library.
- Experience with integrated library systems (Koha preferred), library databases, Springshare products and commonly used library technologies.
- Excellent written and oral communication and interpersonal skills.
- Superior organizational and time management skills.
- Demonstrated commitment to providing outstanding customer service.
- Proficiency in generating data and reports to inform best practices.
- Experience with assessment of access and delivery services activities

Preferred:

- Knowledge of current and emerging trends in access, resource sharing, and delivery services.
- Experience with library outreach and marketing.

To Apply: Email cover letter, résumé, and names/contact information of three professional references in a single PDF to jpu@hccc.edu, subject line Director of Library Patron Services.

For additional information and employment opportunities at HCCC, please visit:
www.njherc.org, www.higheredjobs.com, and www.latinosinhighered.com

As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.

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