Head, Library Systems Department

The Head, Library Systems Department, is responsible for managing and overseeing computing operations for the University Libraries. The department maintains servers for the Libraries’ Innovative Interfaces, Inc., computer system (InfoLinks), ILLIAD, the Web, software applications, and Altiris imaging. It is responsible for 350 library staff and public computers and peripherals in the main library and three branch libraries; conducting and arranging training in computer literacy; providing technical advice and research for new library initiatives; monitoring and troubleshooting the library network; and planning and coordinating network upgrades in the main and branch libraries. Other responsibilities include providing hardware and software support of the InfoLinks system in consultation with functional coordinators (InfoLinks Review Committee), serving as backup for login/password maintenance, providing overall tracking of system problems reported by the vendor, documenting system and software configurations, coordinating installation of new releases, participating in national and state users’ groups and discussion lists, and maintaining contact with other local Innovative Interfaces sites.

The Head participates in Library Cabinet meetings, is the contact with campus and state computing departments, and participates in computing initiatives with other libraries in the state and region. Reports to the Director for Collection Management Services and Systems and supervises a department of 3 FTE staff and .5 FTE students.

Qualifications. Required: Bachelor’s degree; three years of operational experience with major integrated library systems; four years of experience in an academic library, including two years of management of a systems operation of comparable size; and a demonstrated customer service orientation. Preferred: Experience with Innovative Interfaces, Inc. integrated library system and with the ILLIAD interlibrary loan system; experience in organizing and presenting systems training programs; understanding of network technologies; and experience with digital projects.

Salary and Benefits. Twelve-month, non-classified staff position. Salary negotiable, depending on experience and qualifications. Minimum salary: $50,000. Benefits include TIAA/CREF and/or Fidelity, 22 days’ annual leave, tuition reduction, and health and dental insurance.

Background. Supported by major gifts received through the Campaign for the 21st Century, University goals include increasing enrollment by several thousand students; establishing new academic programs, especially in the Honors College and Graduate School; and increasing research across the curriculum. In concert with these goals, the Libraries have identified strategic initiatives to meet increasing expectations of students and faculty in this growth environment, including innovations within the Libraries, enabling activity to support the University’s land-grant teaching and research mission, and dedication, cooperation, and flexibility among personnel.

The University Libraries hold over 1.7 million volumes. Library personnel (FTE) include 32 library faculty, 80 professional and support staff, 3 library graduate assistants, and 29 student assistants. The Libraries participate in the Greater Western Library Alliance. For more information, visit the UA home page (http://www.uark.edu), the Libraries’ home page (http://libinfo.uark.edu), and the Fayetteville Web site (http://www.accessfayetteville.org/).

Located in northwest Arkansas, Fayetteville has been ranked by the Milken Institute as the nation’s number one "Best Performing City" in categories of local economy, job market, and reliable growth industries. With a population of over 300,000, the region is one of the fastest-growing in the U.S., has one of the nation’s lowest unemployment rates, and hosts the headquarters of two Fortune 500 companies. Situated in the Ozark Mountains, Fayetteville and the surrounding area offer numerous cultural activities and outdoor recreational opportunities.

Review of applications begins May 1, 2006, and continues until position is filled. Send letter of application, résumé, and names, addresses, and telephone numbers of three current references to Ms. Janet Parsch, Director for Organizational Development, University of Arkansas Libraries, 365 North McIlroy Avenue, Fayetteville, Arkansas 72701-4002, or email libbrofc@uark.edu. The University of Arkansas is an Affirmative Action/Equal Opportunity institution committed to achieving a culturally diverse faculty. Applicants must have proof of legal authority to work in the United States.