



Library Experience Manager

Are you passionate about providing exceptional library service and seamless access to resources? Do you thrive leading teams, refining processes, and solving problems on the front lines? We're looking for a Library Experience Manager to champion user-centered service and keep our operations running smoothly.

Why You'll Love Working With Us:

At the Hugh and Hazel Darling Law Library at Chapman University's Fowler School of Law, we empower our community through enhancing the learning and research experience for our students, faculty, and staff. You'll join a collaborative, service-driven team that values creativity, problem-solving, and continuous improvement. We offer a dynamic work environment where your leadership and expertise will directly enhance our services.

What You'll Do:

- Lead and manage all Circulation Department services and day-to-day operations.
- Collaborate with library colleagues to ensure a welcoming, hospitable environment conducive to study and research.
- Collect, analyze, and prepare statistical reports to inform decisions and continuous improvement.
- Troubleshoot and resolve user issues and incidents with sound judgment and a service-first mindset.

What We're Looking For:

- Someone who values user experience and is committed to continuous improvement.
- An experienced supervisor who is supportive of staff needs.
- A collaborative spirit who enjoys working across departments and with external partners.

- A proactive problem-solver who can identify and implement innovative solutions.

If you're excited about championing user-centered service, supporting staff growth, and improving library operations, we'd love to hear from you. See the position information and apply for this job at <https://chapman.peopleadmin.com/postings/38536>