



TITLE: Director, Access Services, Collection Development & Digital Literacy

COMPANY: LA Law Library

FULL TIME: Monday - Friday

SCHEDULE: 9:15AM – 6:00PM

SALARY: \$100K-\$113/Annual

ABOUT LA LAW LIBRARY

Join a productive, positive environment helping individuals find the resources they need, vindicate their rights and improve their lives. LA Law Library is a vibrant community education center in Los Angeles County and a leader in providing public access to legal knowledge. Our motto is: “Access to Information = Access to Justice.” For those who do not have, or cannot afford, legal representation, the Law Library provides free resources, supports those trying to understand their rights or fending for themselves in court and helps navigate the legal system in general.

Our staff serves more than 100 thousand patrons annually and the number continues to grow daily as new programs and workshops are developed with the assistance of our many partners to provide access to innovative legal research, technology and services.

POSITION SUMMARY

Under the direction of the Executive Director, oversees essential Access Services to ensure updated and relevant physical and digital resources are curated, properly maintained, and accessible to the community. Manages core functions and support systems which connect legal professionals, self-represented litigants, and the general public to the right materials through Reference & Research, Collection Development, Circulation and information technology integration of emerging digital resources. In recognition digital literacy and new tools such as AI technologies will play an important role in library services of the future, this position leads initiatives to integrate technologies to improve operations while supporting vital in person services, education, programming and reference assistance between staff and patrons.

Provides mentorship, training and supervision to staff responsible for reference, research, collection development and circulation services. Oversees the Library’s busy reference and circulation desks, collection development, special projects and programs and fee-based Members Program. Leads efforts to maintain and grow staff knowledge and competencies through continuing education, professional

development and self-study. As part of the Executive leadership team, participates in public outreach activities to promote library-wide services, programs, and legal resources.

RESPONSIBILITIES AND DUTIES:

Planning

- Assist the Executive Director and the executive team with long range planning and the development of operational and staff goals and departmental and library wide policies
- Analyze user needs and recommend new projects, programs and services for various patron groups
- Develop comprehensive understanding of local community needs in order to provide access to legal information throughout the Los Angeles community and beyond
- Participate in staff meetings, departmental committees and library-wide team activities
- Participate in cooperative and professional association activities to maintain professional awareness and ensure high level of currency in all services
- Prepare analysis of monthly / quarterly statistics, data and activities.
- Propose and monitor departmental budget and coordinate revenue and expense tracking with Finance Department.
- Assist with the development of policies and procedures for responding to needs/comments/complaints/questions from patrons.

Supervision and Leadership

- Oversees and supervises in-person and remote reference desk services, including workflows, procedures, and best practices utilized by staff, in accordance with Library policy.
- Oversees and supervises reference desk scheduling, in conjunction with the Managing Librarian for Reference, Research & Shelving
- Oversees and supervises in-person and remote circulation desk services, including workflows, procedures, and best practices utilized by staff, in accordance with Library policy.
- Oversees and supervises collection development policies, practices and projects, including workflows, procedures, and best practices utilized by staff, in accordance with Library policy.
- Oversees the Members Program and, in conjunction with Members Program staff, identifies, develops and recommends services, policies and procedures to improve the Members experience.
- Oversees internship programs, including outreach and identifying and developing, policies and procedures to improve the intern process and experience.
- Proposes and implements new or expanded programs, policy changes, or alterations to workflows and practices relevant to the department.
- Assures proper budgeting for revenue and expenses derived from Reference & Collections.
- Coordinates and conducts internal training for librarians and other library staff on reference and research topics, including use of new or existing database products and other resources.
- Mentors and trains newly hired reference librarians and associates, including orientation to procedures and best practices.
- Assists with job announcements, recruitment and hiring of staff. Oversees and participates in the hiring process for direct reports, in accordance with Library policy.

- Evaluates staff performance through regularly scheduled and annual evaluation process, including recommendation of merit and promotional opportunities, and disciplinary measures up to and including termination of employment.
- Reports and acts on violations of Library policies including non-harassment.
- Monitors and advises on the effectiveness and efficiency of processes within the Reference & Collections department.
- Provides management, direction and guidance for specific assignments, projects and programs as needed.

Reference Assistance and Services to Library Users

- Ensures that reference librarians provide quality reference and research services through appropriate and knowledgeable use of reference tools and resources.
- Oversees development of bibliographies, pathfinders, legislative histories and other user aids and guides.
- Coordinates Reference & Collections activities with Information Technology and Facilities teams to support the provision of services and programs to the general public and specified patron groups.
- Assists with development of policies and procedures for responding to user comments, complaints and questions.
- Assist in resolution of patron complaints in accordance with Library procedures and policies.
- When needed, provides expert reference services, detailed research and user assistance to both the legal and general public communities through in-person, phone, email or other electronic methods.

Training and Outreach

- Teaches classes and updates class materials for both legal and general public users.
- Participates in professional seminars, workshops, and lectures.
- Gives library tours to the general public, school groups, and partnering organizations.
- Participates in library-wide initiatives and activities to expand outreach, increase exposure, and promote services, programs, and collection as needed

Collection Development

- Provide direction, advice and oversight as needed for the selection of new materials in all formats to maintain a comprehensive and current collection in conformity with Collection Development Policy and the approved budget.
- Provide direction and guidance as needed for the development and maintenance of a preservation and retention policy.
- Foster effective Collection Development activities in coordination with other departments.
- Review and analyze proposed Collection Development Policy and make recommendations for changes, additions or deletions as needed.
- Oversee and supervise process for reviewing print and electronic materials and recommending additions, deletions and enhancements to the collection.
- Analyze subject areas of the collection and supervise preparation of comparative data.
- Oversee and supervise collection development decision-making.
- Oversee and supervise shifting and major relocation projects.
- Coordinates with Collection Management Services regarding cataloging, call number, and other collection access, maintenance, and selector related matters

Digital Literacy

- Conducts research and assessment of strategic integration of AI technologies to improve efficiencies of operations while preserving and protecting the need for meaningful patron assistance through human interactions between staff and the public
- Leads initiatives to incorporate new digital technologies, including artificial intelligence tools, to improve library operations and systems as appropriate;
- In collaboration with subject librarians, design and deliver workshops and instruction materials for AI literacy in research.
- Educate staff and users on limitations and biases of AI systems.
- Support the integration of AI awareness and AI literacy within research and information literacy programming.
- Collaborate with library colleagues to develop internal guidance on the evaluation, adoption, and use of AI tools in the library environment.

Other Responsibilities

- Participates in library-wide projects and programs.
- Works in collaboration with other executive leadership across departments in planning and implementing library-wide initiatives and programs
- Monitors appropriate list-servs and reads professional publications; contributes to professional list-servs and publications.
- Attends professional programs, activities and conferences; represents the Law Library in local, state and national associations.
- Assists other reference and research services staff as required.
- Other duties as required.

POSITION QUALIFICATIONS:

Required

- Master's Degree in Library Science or Master of Library and Information Science from an ALA-accredited institution.
- 5-7 to years of law library experience
- 2-3 years supervisory experience in a library setting
- Three (3) years demonstrated organization and management of a law library patron services program or department handling circulation, reference assistance, and/or collection development.
- Demonstrated outreach and communications experience within a legal or public community
- Thorough understanding and use of legal and law-related databases
- Prior experience supervising professional and paraprofessional staff
- Familiarity with applicable software and technology including MS Office suite, including PowerPoint, etc.
- Ability to communicate clearly and concisely.
- Demonstrated writing ability, including full report analysis and assessment
- Knowledge of professional law librarianship concepts, principles, and practices.
- Valid CA driver's license and willingness to drive personal vehicle on library related business.
- Ability to work effectively with diverse patron population and act with compassion and respect in providing services to underserved or marginalized populations

Preferred

- Master's Degree in Library and Information Science from an ALA-accredited institution and advanced degree in law, judicial administration, political science, or other relevant field.
- Experience with digital literacy, technology integration, or information management and organization in a library setting
- Experience teaching in a classroom setting or online equivalent.
- Public or government law library experience.
- Familiarity with standard legal databases.
- Familiarity with social media and other digital platform use in library environment.

WORK ENVIRONMENT

Will be working in an office environment and in reference and circulation public service counter areas. Subject to approval of the Executive Director and in accordance with the Library Work From Home Policy, working from home one day a week is possible in this position.

PHYSICAL ABILITIES REQUIRED

- Lifting ability: Light, under 15 lbs. on a regular basis. Up to 50 lbs. on an occasional basis.
- May require bending, stooping, reaching.
- Some exposure to adverse environmental conditions such as dust and/or odors.
- Sitting at a desk: short time, 15 minutes and/or medium, 15-45 min. on a regular basis; on rare occasions, to complete complex projects or tasks, long periods of 45+ min. may be required.

BENEFITS

LA Law Library currently offers a comprehensive benefits package including California Public Employees Retirement System (pension program), choice of 10 medical insurance plans, dental and vision insurance plans, paid leave accruals, 14 paid holidays, life and long-term disability insurance, 457 Deferred Compensation plan, Flexible Spending Account (FSA); as well as a transportation allowance/reimbursement program for using public transit or free parking if you drive.

To apply for this position please submit your **resume and cover letter** via [Indeed.com](https://www.indeed.com) or [ZipRecruiter.com](https://www.ziprecruiter.com).