



Title: Director, Assessment and Planning

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Work Location: Amherst, MA,

Description

The UMass Amherst Libraries seek a dynamic and innovative Director, Assessment and Planning. The Director, Assessment and Planning provides leadership for and participates in assessment and planning efforts across the UMass Amherst Libraries; leads the collection, analysis, and documentation of assessment data; develops an evidence-based approach to achieving strategic objectives related to library operations and user needs; supports data visualization, analysis, and reporting needs across the Libraries. Coordinates and supports colleagues engaged in assessment work and works with staff across the Libraries to ensure a broad understanding of assessment goals and the ability to work with assessment measures. Provides leadership and support for strategic planning initiatives. Represents the Libraries for assessment initiatives on a national and local level.

Example of Duties:

- Develops, coordinates, and promotes an innovative, collaborative, evidence-based assessment program that supports and enables the Libraries' strategic initiatives and develops evidence-based approaches for achieving strategic objectives for the
- Performs duties in a leadership role in identifying, defining, developing, and implementing appropriate assessment and planning approaches, measures, and techniques.
- Leads data visualization support for Tableau server and dashboard creation.
- Increases the ability of staff to access, use, and understand data for decision making using data visualization and other tools.
- Analyzes, interprets, and publicizes the results of assessment and evaluation activities.
- Maintains awareness of the administrative expectations on campus for measurement and assessment by the
- Forms and supports a cohort of assessment colleagues engaged in assessment work across the Libraries.
- Identifies and implements strategies for cultivating a culture of assessment including providing consultation and guidance to support library staff and units as they gather, process, analyze, manage, and report data related to library resources and services.

- Uses both quantitative and qualitative measures according to established standards.
- Leads strategic planning needs for the Libraries and designs cooperative library-wide planning process cycle.
- Collaborates with other units on campus engaged in assessment and planning.
- Represents the Libraries for assessment and planning initiatives on a national, regional, and local level.
- Maintains current knowledge of assessment trends and best practices as they impact academic libraries.
- Works creatively, collaboratively, and effectively to promote teamwork, diversity, equality, and inclusiveness within the Libraries and the campus.
- Provides training and orientation for new staff. Monitors training and support needs for all staff in the department as required in the changing environment of the Libraries.
- Oversees the accurate and timely availability of documentation for all procedures.
- Demonstrates, fosters and cultivates a positive, proactive internal and external customer service culture among staff and student staff.
- Performs other related duties as assigned or required to meet department and University goals and objectives.

Required Skills

Required Qualifications:

- Master's degree in library science or equivalent degree from a program accredited by the American Library Association, or its appropriate equivalent in librarianship from another country, or appropriate equivalent experience.
- Minimum of five years of professional library experience in this or another academic, research or specialized library, which includes experience with assessment and analysis.
- Demonstrated experience in assessment via quantitative and/or qualitative means required, including experience using statistical software packages such as SAS, STATA, SPSS or R.
- Experience in manipulating raw data in order to analyze, customize, and format appropriate reports preferred.
- Experience planning, organizing, and supervising the work of others and planning and organizing projects. The ability to advance multiple complex projects in a collaborative environment.
- Demonstrated high level of written and oral communication skills and the ability to communicate clearly in
- Ability to interact effectively and work productively, cooperatively, and collaboratively with a variety of individuals and groups in a complex and rapidly changing environment.
- Ability to use technology in creative ways to solve problems and/or facilitate workflow.



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- Demonstrated ability to establish work priorities, set performance expectations, achieve goals, and direct work in a high-production, rapidly evolving setting.
 - Excellent interpersonal skills and ability to interact effectively and work productively in establishing and maintaining harmonious working relationships with a diverse population of staff and students.
 - Proven ability to work effectively in a collaborative environment.
 - Ability to respond effectively to changing needs and priorities, showing initiative and flexibility.
 - Strong service orientation and the ability to meet the public graciously and tactfully. Strong customer service attitude and initiative.
 - Demonstrated ability to work creatively, collaboratively, and effectively and to promote teamwork, diversity, equality, and inclusiveness within the Libraries and the campus.
 - Contributes toward creating a positive and respectful workplace defined by personal and professional competence, integrity, and collaboration.
 - Uses access to sensitive and/or not-yet-public University-related information only in the performance of the responsibilities of position and exercises care to prevent unnecessary disclosures to others.

SALARY COMMENSURATE WITH SKILLS AND EXPERIENCE

Comments

UMass Amherst, the flagship campus of the University of Massachusetts system, sits on nearly 1,450-acres in the scenic Pioneer Valley of western Massachusetts, 90 miles from Boston and 175 miles from New York City. The campus provides a rich cultural environment in a rural setting close to major urban centers.

As a gateway to knowledge, the UMass Amherst Libraries are key partners in teaching, learning, and research at UMass Amherst and in the Commonwealth of Massachusetts. Supporting freedom of inquiry, the Libraries foster a diverse and inclusive environment in which to engage with ideas and acquire the critical skills necessary for lifelong learning.

Kind: Full Time

Level: Director

Apply

Application Instructions:

Apply [online](http://umass.interviewexchange.com/candapply.jsp?JOBID=87743) at <http://umass.interviewexchange.com/candapply.jsp?JOBID=87743> and submit a letter of application, resume, and contact information (phone and email) for three professional

references by **September 8, 2017**, for priority consideration. Applications will be accepted until the position is filled.

The University of Massachusetts Amherst is strongly committed to excellence and actively supports cultural diversity. As part of a commitment to its own multicultural community, the Libraries seek an individual with a demonstrated commitment to diversity and one who will understand and embrace University initiatives and aspirations. The University of Massachusetts Amherst is an Affirmative Action/Equal Opportunity Employer of women, minorities, protected veterans, and individuals with disabilities and encourages applications from these and other protected group members.

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