



Position Description: Library Relations Coordinator, ARL Statistics and Assessment

Objective

The Library Relations Coordinator is charged with designing and providing instruction, advice, and guidance to participants and interested parties in how to most effectively use ARL's survey instruments, assessment tools, and other methods for library service quality improvements. The coordinator also contributes to the design of trainings, workshops, and other sponsored events. This position supports the agenda of the ARL® Statistics and Assessment program by collaborating with other staff members to support the suite of assessment services developed by the ARL Statistics and Assessment capability known as StatsQUAL®, which includes the ARL Statistics®, LibQUAL+®, ClimateQUAL®, MINES for Libraries®, DigiQUAL®, etc. The goal is to help libraries that are engaged in deploying ARL's assessment tools understand how they can maximize the use of the results to improve their operations.

Summary

The primary responsibilities of the Library Relations Coordinator are to provide information about ARL's service quality improvement tools and techniques to participants and other interested parties at conferences and other events; to help libraries understand how to effectively deploy the ARL suite of assessment tools and use the results to improve library services; to maintain communication with participants about the status of their surveys; and to assess training and communication needs in order to continually provide the best training and high-quality communication for those interested in attending the events organized and offered by the Statistics and Assessment program. The coordinator will work closely with other Statistics and Assessment staff to plan and publicize events, market services, and keep participants informed of Statistics and Assessment program operations.

Outline of Duties

Communication

- Utilizes outstanding oral and written communication and interpersonal skills.
- Communicates information about surveys and survey status to participants.
- Maintains contacts with consortia organizers about their groups' participation in various StatsQUAL programs.

- Writes press releases, and designs flyers and ads for upcoming events, products, and services. Develops brochures and other marketing materials as needed using InDesign.
- Collaborates with the ARL Communications Program Officer on all communication activities for the Statistics and Assessment program.
- Communicates with national and international partners/participants about the use of StatsQUAL tools and about conferences and other activities in assessment and related areas.
- Responds to inquiries about StatsQUAL programs and other Statistics and Assessment workshops and events.
- Organizes more than 1,000 Statistics and Assessment publications using our in-house designed CMS.
- Edits and maintains web content for arl.org, libqual.org, climatequal.org, libraryassessment.org, libraryassessment.info, blog.climatequal.org, and other websites and discussion groups as needed.
- Assists with database development by conceptualizing and recommending solutions to system issues and forwarding needed database changes to the Director of Information Technology, Applications Developer, ARL Statistics Editorial Assistant, Administrative Assistant, and the Senior Director of the ARL Statistics and Service Quality Programs.

Training & Events

- Coordinates administrative duties related to training and events (e.g, participant registration, communication with event host/hotel, catering, materials collection, etc.); a key area of responsibility is the coordination of the biennial Library Assessment Conference.
- Develops and contributes content for sponsored events and special training activities/webcasts.
- Designs, plans, and delivers workshops emphasizing ARL's assessment tools and their use in service improvement in collaboration with the Senior Director.
- Attends and presents at sponsored events, e.g., LibQUAL+ and ClimateQUAL workshops and assessment meetings, and provides contracted training for participant groups.
- Engages in outreach and serves as the primary staff person for organizing and staffing the LibQUAL+ booth at conferences.
- Works closely with the Senior Director in organizing panels of participants at various regional and national events that enhance the visibility of the assessment services offered by ARL; continuously assesses and helps improve these offerings in collaboration with other staff.

Quality Control

- Works collaboratively with other staff in ensuring that the quality of the services meets the demands of the libraries served.

- Monitors the quality of the work of support staff who maintain lists of participant information (type, session, consortium, location, etc.), which is used for verifying survey information, marketing, and results publication.
- Monitors payment management for fee-based services and trains staff as needed to assist with this task.
- Ensures that communication with participants and consortia contacts about outstanding payments is conducted in a professional manner.
- Monitors the creation of invoices for survey participation and special analysis notebooks.
- Monitors the delivery of specialized analysis upon receipt of payment.

Analysis Services

- Designs and delivers analytical reports on different aspects of our operation and on different aspects of the participants' assessment needs.
- Writes, edits, and publishes reports and articles either independently or in collaboration with colleagues.
- Assists in producing PowerPoint presentations and graphical ways of presenting information and findings.
- Shares with other members of the team an analysis of the impact of the training events or exhibit presence with our customers.
- Solicits systematic feedback on program operations, and analyzes and reports the results of these activities.

Grant Management

- Works with senior staff in the office and in libraries on developing proposals and grant applications for external funding.
- Works with the Senior Director in managing the program's grants and offerings.
- Assists libraries in understanding and utilizing assessment tools to obtain valid, reliable results that could be incorporated into grant applications, fundraising activities, and budget justification documents.

Other Activities

- Works with all ARL staff on Association projects and assignments as time and funding allow.
- Works with program staff to document website functions and other procedures for internal and external procedures manuals and documents.
- Works with other staff to maintain up-to-date, accurate procedures manuals for participants.

Education

Bachelor's degree and ALA-accredited master's degree (or equivalent in another related field) are required.

Skills

Well-developed oral and written communication skills. Communicates effectively with libraries and interested parties from a variety of departments and staffing levels. Proactive service orientation. Anticipates needs and designs services that exceed customer expectations. Excellent organizational skills and attention to detail. Knowledge of assessment methods and proven record of analyzing, interpreting, and synthesizing data. General knowledge of statistical applications (SPSS), usability and user experience assessment, qualitative analysis and other methods preferred.

Experience

Demonstrated ability to communicate both theoretical and practical instruction with a large, diverse group of users. Experience working in an academic library or related organization is preferred.

Supervision Received

Reports to the Senior Director, ARL Statistics and Service Quality Programs.

Schedule

Starting date immediately. This is an exempt level position. Typical ARL office hours are Monday–Friday, 9:00–5:00. Full-time 35 hours/week.

Applications

E-mail your cover letter and résumé (with salary history) to martha@arl.org.

For More Information

For further information or application details, please contact:

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