

CHOATE

Job Title:	Library and Research Services Manager
Department:	Research Services
FLSA Classification:	Exempt

Job Summary:

The Library and Research Services Manager is responsible for overseeing the day-to-day research and knowledge management functions across the Firm. Additional responsibilities include the management of traditional library materials, attorney research training, and practice group outreach. We envision the Research Services department as a resource for forward thinking information solutions designed to serve the needs of the Firm and its clients.

Job Functions:

- Establish and direct the strategic goals of the Research Services department.
- Create strong relationships with attorneys and department leaders to understand how Research Services can align itself with the priorities of the practice groups.
- Set and meet exemplary service standards.
- Serve as a resource for special projects directed by the practice groups.
- Consult with Practice Group Leaders to strategize and implement internal process improvements to advance the collection and dissemination of knowledge and research across the firm.
- Participate in Firm efforts to synchronize work product and support best practices in the management of Firm data.
- Develop and implement training programs that reinforce most successful research strategies.
- Manage the technical services and research functions of the department.
- Identify and investigate industry trends proactively to help the Firm identify knowledge gaps for development.
- Ensure the value of the Firm's investment in research tools through continuous monitoring and development of the print and digital collection as well as alternatives in the marketplace.
- Oversee service providers to ensure standards of excellence are consistently met.
- Participate in cross departmental improvement efforts with peers in the administrative areas of the Firm.
- Aggressively manage costs; prepare and manage the annual Research Services budget.

Essential Management Competencies:

- Use leadership skills to establish effective working relationships throughout the Firm, encourage teamwork, and build consensus in order to meet or exceed departmental standards and Firm objectives.
- Collaborate with other members of management to ensure departmental and organizational change is effective, efficient, and aligned with the Firm's strategic goals.
- Delegate, coach, encourage, and motivate staff to attain their highest levels of achievement, productivity, and work satisfaction. Identify and support all training and development.
- Maintain active lines of communication within and between departments to share knowledge and support collaborative efforts, organizational change, and goal achievement. Develop a committed, competent, and professional staff that works in an atmosphere of mutual trust and respect.
- Maintain sophisticated level of research skills through continuous training and current awareness of new developments, trends and resources.

Qualifications:

- A minimum of 5 years of progressive experience in a law firm or professional services setting.
- MS in Library Science, MS in Information Science, or JD preferred.
- 5+ years of management experience.
- Advanced proficiency in modern legal research technologies and Knowledge Management strategies.
- Demonstrated ability to set priorities and complete diverse assignments on a timely basis.
- Strong business acumen with a proven track record of leading organizational improvements.
- Superior oral and written communication skills.

Physical Requirements:

- Must have minimal physical mobility. Position may occasionally require standing, walking, reaching, and lifting up to 15 pounds.
- Must have the ability to operate equipment such as a computer and copy machine.
- Must have the ability to communicate clearly and to read and follow detailed instructions.
- Must have the ability to prepare assorted documents and other related materials.
- Must have the ability to work in stressful conditions under time deadlines.