

Position Description:

Position Title: Assistant Director, Clinical Services

Status: Full Time, Academic/Faculty – Non-Professorial Track

Department: ITS

Division: The Samuel J. Wood Library and C.V. Starr Biomedical Information Center

Immediate Supervisor: Diana Delgado

Senior Manager: Terrie Wheeler

Location: Upper East Side – Manhattan location

Date Created/Revised: 03/01/2022

Supervises Staff: Yes

Position Summary:

The Samuel J. Wood Library and C.V. Starr Biomedical Information Center is a transformational information hub serving Weill Cornell Medicine (WCM) and NewYork-Presbyterian (NYP) Hospital. The Assistant Director, Clinical Services (ADCS) of the Wood Library will build dynamic, collaborative relationships within the clinical and allied health departments of WCM, NYP, and its affiliates. The ADCS implements and evaluates innovative clinical support services and contributes to the development of research and knowledge within the health sciences. As part of an enterprising team, the ADCS also provides administrative oversight of the Myra Mahon Patient Resource Center (PRC). The ADCS reports to the Associate Director, Information, Education and Clinical Services, Samuel J. Wood Library.

Position Activities:

- Maintain and cultivate strong relationships to support the needs of allied health and clinical communities.
- Supervise the library's clinical support and PRC teams, including volunteers and interns.
- Oversee and expand clinical and patient support services, including the clinical librarianship program, development and facilitation of patient education programs, and electronic medical record (EMR) and electronic health record (EHR) integration.
- Participate in morning report, rounding, grand rounds, and journal club supplying real-time point-of-care information.
- Provide expert support in evidence-based practice, including evidence synthesis such as systematic reviews, biomedical literature searching, information management, and scholarly communications services.

- Answer clinical, patient, and general reference questions, conduct literature searches, provide consultations, and promote the use of library services and resources.
- Determine the impact of services and resources via ongoing assessment.
- Work collaboratively with faculty and students to assess and integrate information literacy skills within the medical and graduate school curriculum. Teach information literacy, evidence-based practice, and other specialized classes in cooperation with library faculty.
- Serve as the collection development specialist for PRC consumer health information (CHI) in print and online. Periodically analyze these collections to report on usage and ensure currency and relevancy.
- Collaborate with various departments/institutes to develop and provide PRC consumer health educational seminars.
- Work with various departments and committees to create credible, authoritative, and timely health content, including the treatment and management of conditions and diseases. Distill complex information into easily understandable and engaging materials for patients, families, and caregivers.
- Regularly evaluate the PRC's physical space to ensure optimal use, comfort, and privacy for consultations, computer usage, and seminar attendance. Work closely with Information Technology Services to ensure devices are equipped with proper applications and performing optimally.
- Promote services and programs to the WCM/NYP community and patients, families, and caregivers with all available communication channels, including library/PRC websites, presentations, tours, social media, and email.
- Create and maintain subject guides to support educational and research activities.
- Serve on relevant internal/external committees, and regional and national library and health sciences organizations and associations.
- Proactively seek opportunities for peer-reviewed funding. Pursue grants, collaboration, and consortia awards with funding bodies such as AHRQ, IMLS, NEH, NIH, NSF, and NNLM Region 7. Become familiar with activities on the WCM campus to identify and develop grant opportunities.
- Keep abreast of new developments in education, information resources, and clinical outreach services.
- Engage in research and scholarship as required of the Wood Library faculty.

Required Qualifications and Competencies:

- Master's degree in library or information science from an ALA-accredited program or international equivalent, or other appropriate degree or equivalent experience.
- Minimum of five years of health sciences library or health care/biomedical experience.
- Minimum of two years of leadership/supervisory experience.
- Strong service orientation.

- Experience working with clinical teams.
- Experience in health information literacy instruction across multiple disciplines and populations, including patients.
- Advanced knowledge of medical terminology and the ability to understand and communicate complex information.
- Strong ability to think and act strategically.
- Demonstrated ability to work independently and collaboratively with faculty, staff, students, and colleagues.
- Demonstrated ability to learn modern technology tools/skills.
- Excellent analytical, time management, organizational, and problem-solving skills.
- Ability to communicate effectively both in person and virtually using a variety of media and technologies.
- Flexibility and calmness in stressful situations.
- Strong sense of mission and organizational and professional development commitment.
- Record of research and scholarly publications and involvement in regional and national professional organizations.

Preferred Qualifications and Competencies:

- Additional graduate degree in health sciences or related fields.
- Familiarity with library integration into EHRs, such as Epic, and EMRs.
- Experience providing consumer and patient health information services.
- Experience with course management software such as Canvas, and the development of online instructional modules or tutorials.
- Familiarity with grantsmanship in biomedical research.
- Experience in maintaining donor relationships.
- Project management skills.
- Experience using social media to promote library resources.
- Consumer Health Information Specialization designation by Medical Library Association.
- Current membership of the Medical Library Association Academy of Health Information Professions.

Working Conditions:

Position requires working in an office environment where there are a few physical discomforts such as dust, dirt, noise, and the like. Routine meetings and clinical staff interactions in patient care areas are required.

The ability to work more than 40 hours a week, off-hours, and weekends during periods of heavy workload is required. Travel between office locations, primarily within Manhattan, is

required. Occasional travel to affiliate locations such as NYP/Queens, NYP/Brooklyn, and NYP/Westchester, Ithaca, NY, and Doha, Qatar, may also be necessary.

Diversity, equity, and inclusion are part of Weill Cornell Medicine's core values and are essential to achieving excellence in patient care, research, and education. We welcome applications from candidates who share our commitment to fostering a culture of fairness, equity, and belonging. Weill Cornell Medicine is an Equal Employment Opportunity/ Affirmative Action Employer and does not discriminate against any employee or applicant for employment based on age, race, color, religion, sex, sexual orientation, creed, national origin, marital status, disability, citizenship, veteran status, or any other status protected by federal, state, or local law.

To apply, please email cover letter and Curriculum Vitae to librecruiting@med.cornell.edu with "Assistant Director, Clinical Services" included in the subject line.

Review of applications will begin immediately and continue until the position is filled.