Behavioral Interview Questions

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LIS6409: Introduction to Library Administration

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Description
Diversity, Equity, Accessibility, and Inclusion at Getty
Getty believes diversity, equity, accessibility and inclusion are essential to our excellence and to the execution of our mission. The Getty community values differences in the pursuit of inquiry and knowledge, mutual understanding, respect, trust, transparency, and cooperation. We are committed to creating a diverse and welcoming workplace that reflects the diversity of the communities we serve and includes individuals with diverse backgrounds and experiences. Individuals of color, women, LGBTQIA+, veterans and persons with disabilities are encouraged to apply.
Job Summary
The Getty Research Institute
The Getty Research Institute (GRI) is an international center that provides resources, expertise, and an open environment for art-historical research and publication. It is dedicated to furthering knowledge and advancing comprehension of the visual arts and their various histories through its expertise, ongoing collecting program, public programs, institutional partnerships, exhibitions, publications, digital services, and residential scholars' programs.

The GRI's Research Library and Special Collections of rare materials and digital resources serve an international community of scholars and the interested public. Its activities and scholarly resources guide and sustain each other and provide a unique environment for research, critical inquiry, and scholarly exchange. The Getty Research Institute, an institutional partner dedicated to the scholarly work of academicians, students, and aficionados worldwide, acquired these special collections. The Getty Research Institute has the resources and the intent to continue to acquire and manage significant collections that reflect and document the overall development of humanity.

Head of Special Collections Management
Reporting to the Associate Director of Collections & Discovery and working in close partnership with other members of the GRI management team, the Head of Special Collections Management (SCM) will develop and implement the GRI's strategic priorities for Special Collections in an academically stimulating environment. The position is charged with the care, preservation, and risk management of the GRI's special and with ensuring that the unique materials are available for current and future visitors.
To accomplish this ongoing effort, the incoming Head of SCM will oversee and manage a team of 25 staff, plus approximately 13 limited-term project staff and interns, including the Registrar, Cataloging and Processing, and Digital Special Collections teams, to collectively manage roughly 27,000 single prints and drawings, 800 collections of rare photographs, and over 120,000 linear feet of manuscripts and archives, along with optical devices, architectural models, audiovisual

recordings, and digital assets. The position oversees all department activities, collection management, and digital initiatives and collections. The Head of SCM oversees the policies and procedures for the special collections, digital assets, out of the institute.

Major Job Responsibilities

- Provide strategic management and promote innovation in managing, accessing, and storing archival holdings.
- Drive result-focused solutions and develop strategies to resolve complex problems, balancing customer needs and organizational priorities.
- Manage processes to make unique materials available to researchers, including developing descriptive guides, developing digital products, and application of preservation standards to these collections.
- Manage special projects combining primary and secondary data thematically where archival collections would be contextualized and made available to specialists and the public.
- Proactively contribute to the development of organizational and staff capability and contribute to broader information management work within GRI and with Getty Digital and the art and historical preservation sectors.
- Primarily assigned to administer GRI's special collections; for example, assigned to manage the accession, arrangement, cataloging, preservation, processing, exhibition loans, and the collection of primary data that complements existing and new special collections.
- Manages the Special Collections Cataloging & Processing, Registrar, and Digital Special Collections teams to improve access and discovery of special collections and strengthen data interoperability across the library through metadata production services, software development support, and metadata strategy.
- Assists and engages staff in efficient metadata creation for digitization, coordinating staff training, development and documentation of local standards and practices, project consultation, quality control, and works to raise awareness and link stakeholders across GRI concerning metadata.
- Assists with the improvement and maintenance of GRI's metadata management system and online Digital Collections through data modeling, data mapping and enrichment, record assessment and cleanup, and staff user services.
- Monitors the ordering and purchasing of supplies for storage of collections and coordinates supplies and storage for activities related to special collections acquisitions.

Qualifications

- Seven years of progressive experience and 5+ years of managerial experience with an interest in creating a team-focused environment where staff can work in partnership.
- An MLS or other advanced degree in a related field or an equivalent combination of education and experience is required.
- Experience advancing equity, diversity, and inclusion and sees conscientious stewardship of common cultural heritage and broad discovery of unique and rare materials as equity and social justice imperatives.

- Excellent ability to work with a variety of audiences, including the ability to influence and work in partnership effectively within and across organizational boundaries, to work successfully with a diverse population, and to build and sustain healthy, long-term, multi-project relationships with a wide variety of stakeholders.
- Experience in all phases of change management, including people-centered implementation, assessment, and iteration is sought.

Knowledge, Skills and Abilities

- Knowledge and/or experience in fields such as archives/special collections, digital archives, and records management theory and practice including issues related to intellectual property, content management, access, and preservation.
- Demonstrated knowledge of the standards of arrangement and description, and familiarity with archival and bibliographic standards, specifically, DACS, Encoded Archival Description (EAD), MARC, and RDA, and experience with archival, bibliographic, and preservation management software such as Archive Space, TMS, Rosetta, Alma, Primo, OpenText Media Management.
- Knowledge of technology and familiarity with Linked Data concepts and technologies, interoperable digital asset frameworks (IIIF), data access via APIs, and data visualization, reporting, and evaluation
- Experience or knowledge of project management strategies and tools, familiarity with facilities management, experience writing grants, and working with prospective and existing donors are desired.
- Strong organization and time-management skills; attention to accuracy and detail is essential.

Benefits and Perks

Here are just some examples that Getty offers/provides for full-time employees:

- Medical, Dental and Vision insurance coverage, starting on date of hire. Getty pays 75%-95% of the premium, depending on the plan selected.
- 403(b) Employee Investment retirement plan with up to 5% Getty Match
- Getty contribution of 6%, on behalf of employee, to 401(a) retirement account
- Educational Assistance and professional development
- Paid Vacation, Sick and Personal Days
- 12 Paid Holidays
- Many positions have bi-weekly Off-Fridays
- On-Site Fitness Center at Getty Center
- Community service opportunities

To learn more about our comprehensive benefits and long list of perks, go to **Getty HR**.

Equal Opportunity Employer

We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, citizenship or immigration status, color, disability, ethnicity, familial status, gender identity and/or expression, genetic information, marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other protected status.

Behavioral Interview Questions

Primary Duties, Responsibilities, Knowledge, Skills and Abilities from the Position Description	Interview Questions
The Head of Special Collections Management (SCM) will develop and implement the GRI's strategic priorities for Special Collections in an academically stimulating environment.	What interests you about the Getty Research Institute? What practices have you found most helpful in developing priorities? Tell me about a project that tasked you with creating strategies for prioritization.
The position is charged with the care, preservation, and risk management of the GRI's special (collections) and with ensuring that the unique materials are available for current and future visitors.	This position will require both the ability to address short term issues and long-range planning. I'd like to hear your thoughts on which of these you have found more challenging.
To accomplish this ongoing effort, the incoming Head of SCM will oversee and manage a team of 25 staff, plus approximately 13 limited-term project staff and interns, including the Registrar, Cataloging and Processing, and Digital Special Collections teams, to collectively manage roughly 27,000 single prints and drawings, 800 collections of rare photographs, and over 120,000 linear feet of manuscripts and archives, along with optical devices, architectural models, audiovisual recordings, and digital assets	Tell me about a time when you were charged with creating a team. Can you share an example of time when you understood team moral was low and you successfully or unsuccessfully managed to change that atmosphere? How have you managed large scale organization of collections and staff? Tell me about your management style both for yourself and others. Do you prefer a micro or macro style?
The position oversees all department activities, collection management, and digital initiatives and collections.	Tell me about a project that you feel reflected your success in addressing workflow issues. Tell me about a time you were able to address imbalances in work distribution among staff.

The Head of SCM oversees the policies and procedures for the special collections, digital assets, out of the institute.	Can you describe a time when you feel that you successfully addressed an issue with a collection's handling outside your institution? If unsuccessfully, what did you learn from that experience? If successfully, what measures were particularly important?
Provide strategic management and promote innovation in managing, accessing, and storing archival holdings.	Tell me about a time when you felt you were particularly creative in promoting a collection. Have you had an experience you'd like to share in which you felt your innovation was key to create greater access to a collection or improved storage solutions to archival holdings?
Drive result-focused solutions and develop strategies to resolve complex problems, balancing customer needs and organizational priorities.	Could you give an example of a time when you had difficulty balancing customer needs and organizational priorities? How did you overcome this challenge? Were you satisfied with the results? Do you feel your superiors were satisfied? Why or why not?
Manage processes to make unique materials available to researchers, including developing descriptive guides, developing digital products, and application of preservation standards to these collections.	How do you respond to change? Tell me about a time when you had to make a change in processes. Can you give an example of initiating change in the development of products to make collections more available to researchers? Can you share a project about which you feel particularly proud?
Manage special projects combining primary and secondary data thematically where archival collections would be contextualized and made available to specialists and the public.	Tell me about your ability to contextualize information for both a specialist and the public. Can you give an example of a time when you feel your communication was excellent or, when your communication failed and you adapted?
Proactively contribute to the development of organizational and staff capability and contribute to broader information management work within GRI and with Getty Digital and the art and historical preservation sectors.	Describe a collaborative community effort with which you have been involved, either within your organization or with your local community outside the organization. What was your contribution to the effort? What do you feel worked particularly well?

Primarily assigned to administer GRI's special collections; for example, assigned to manage the accession, arrangement, cataloging, preservation, processing, exhibition loans, and the collection of primary data that complements existing and new special collections.	This position requires that the chosen individual implement a value chain. Tell me about a time when you have had to reorganize a value chain. What were the biggest obstacles and the biggest wins.
Manages the Special Collections Cataloging & Processing, Registrar, and Digital Special Collections teams to improve access and discovery of special collections and strengthen data interoperability across the library through metadata production services, software development support, and metadata strategy.	Describe your experience with interoperability in any sector of special collections. Tell me about what you feel are the strengths and weaknesses of the various platforms utilized in metadata production services, software development support, and metadata strategy.
Assists and engages staff in efficient metadata creation for digitization, coordinating staff training, development and documentation of local standards and practices, project consultation, quality control, and works to raise awareness and link stakeholders across GRI concerning metadata.	Tell me about a time when you struggled to engage staff. Give an example of motivational strategies that have created best results both in staff satisfaction and elevated metadata.
Assists with the improvement and maintenance of GRI's metadata management system and online Digital Collections through data modeling, data mapping and enrichment, record assessment and cleanup, and staff user services.	GRI is constantly improving and looking for ways to maintain optimal access to collections. Tell me how you have implemented practices in the past to improve and maintain systems within an organization.
Monitors the ordering and purchasing of supplies for storage of collections and coordinates supplies and storage for activities related to special collections acquisitions.	Tell me about your experience in budgeting priorities. Have you experienced projects that came in over budget? How did you address it? How have you handled issues with suppliers?
Knowledge and/or experience in fields such as archives/special collections, digital archives, and records management theory and practice including issues related to intellectual property, content management, access, and preservation.	Tell me about collections you have worked with. Do you have any examples of issues with intellectual property? Can you share a time when you had to make a call concerning access and legal restrictions?

Demonstrated knowledge of the standards of arrangement and description, and familiarity with archival and bibliographic standards, specifically, DACS, Encoded Archival Description (EAD), MARC, and RDA, and experience with archival, bibliographic, and preservation management software such as Archive Space, TMS, Rosetta, Alma, Primo, OpenText Media Management.	Platforms for archival arrangement and description change frequently. What do you find most challenging about working with these platforms? Tell me about a time when a technical challenge arose, and you met that challenge.
Knowledge of technology and familiarity with Linked Data concepts and technologies, interoperable digital asset frameworks (IIIF), data access via APIs, and data visualization, reporting, and evaluation	How do you feel you have innovated in the areas of Linked Data concepts? Can you share any past failures in your experience with technologies that you have learned from?
Experience or knowledge of project management strategies and tools, familiarity with facilities management, experience writing grants, and working with prospective and existing donors are desired.	Interpersonal skills are key when communicating with prospective donors. Tell me about a time when you feel that your ability to persuade a prospective donor succeeded. Can you describe grants you have written in the past and their outcomes? What aspects of facilities management have been challenging and how have you met those challenges?
Strong organization and time-management skills; attention to accuracy and detail is essential.	Tell me about a time when things fell apart. How did you come back? What had to fall away and what was important to you to keep? Give an example of a time when you missed a detail or recognized a mistake. How did you respond?