**Department of Human Resources**

**EXEMPT Job Description**

**Job Title:** Manager, Durham Campus Library and Learning Centre (DCLLC)

**Job Number:**  X-353

**NOC:** 1213

**Band:**  6

**Department:**  Durham Campus Library and Learning Centre

**Supervisor Title:** University Librarian

**Last Reviewed:** December 9, 2020

**Job Purpose**

Reporting to the University Librarian on all library operational and budget matters, and to the Dean and Head, Trent Durham GTA Campus on campus-related matters, the incumbent is responsible for managing the Durham Campus Library and Learning Centre. The Manager provides leadership in the unit by modeling and fostering a commitment to excellence in service delivery that is responsive to user needs through effective management of staff and operations. This individual coordinates the activities of the unit in delivering services to Library users through, among other things, circulation, fulfillment and resource sharing, Reserves and copyright management. This individual does this by monitoring processes through the identification, analysis, and streamlining of workflow for optimal outcomes; leveraging technologies and human resources; ensuring the standardization and sharing of documentation; and identifying and implementing best practices in the unit. The Manager ensures that their knowledge remains current with practices in the field of library operations in an academic environment and with copyright in the national academic context.

Bears primary responsibility for representing the unit to the University and externally with corollary services in other organizations.

**Key Activities**

Leadership:

1. Leads the delivery of library services, modeling a commitment to client service.
2. Represents the unit within the Library and Archives, the Trent Durham GTA Campus, and the University by establishing effective channels of communication.
3. Represents the unit in external organizations where appropriate.
4. Identifies desirable service enhancements and works with the University Librarian or designate and, as necessary, the Dean and Head of the Durham GTA Campus or designate on assessment, implementation, and delivery of same.
5. Interacts regularly with the University Librarian or designate, the Manager of Library Services (Bata Library), and the Dean and Head of the Durham GTA Campus or designate, regarding ongoing operations.
6. Maintains awareness of academic library functions and copyright through professional development, research, and networking.
7. Provides the ultimate resolution on problems encountered in the delivery of client services.
8. Participates actively in Durham GTA Campus life as a member of various Campus committees and advisory bodies.

Client Service:

1. Exemplifies superior customer service skills, and models and transfers these skills to staff.
2. Identifies, analyzes, and streamlines procedures for work carried out in the unit with the aim of process improvement.
3. Ensures that documentation is standardized, current, and readily available for staff to consult.
4. Investigates, identifies and, where appropriate, implements best practices for services.
5. Works with the Manager of Library Services to ensure that library policies and procedures are harmonized with those at the Bata Library.
6. Sets standards for delivery of services and monitors performance.
7. In consultation with the University Librarian or designate, coordinates Durham Campus Library and Learning Centre operations and/or changes with the Bata Library Services unit.
8. Performs duties delivered by the unit, when required.

Copyright:

1. In collaboration with the Copyright Librarian, supervises the day-to-day activities of staff performing copyright management, and develops and monitors workflows.
2. In consultation with the Copyright Librarian, participates in the development or updating of policies regarding the management of copyright at the University.
3. Maintains the Copyright webpages on trentu.ca.
4. Participates in the training of Library and Archives staff in processes and procedures relating to copyright clearance, use of Leganto, etc.
5. Keeps up-to-date with developments in the Canadian copyright environment.

Human Resources:

1. Coordinates the daily activities of the unit.
2. Schedules staffing for unit services.
3. Reassigns staff as required to cover service needs.
4. Assigns staff to special projects as required.
5. Manages all human resources matters staff in the unit, ensuring that institutional requirements are fulfilled.
6. Coordinates training.
7. Participates in hiring, training, directing and disciplining of student employees.
8. Creates job descriptions, liaising with Human Resources as required.
9. Conducts performance appraisals for staff with a direct reporting relationship.
10. Coordinates staff vacations and overtime to ensure adequate staffing levels during peak periods.
11. Addresses staff accommodation requirements.
12. Identifies and coordinates appropriate continuing education and training for the staff in conjunction with the University Librarian or designate or the Dean and Head, Trent Durham GTA Campus or designate.

Information Technology:

1. Acts as lead for the unit’s technology requirements, working with the Library Systems team and with Information Technology staff on reporting and resolving issues.
2. Works with Bata Library Services, Library Systems, and with Information Technology staff on the identification, testing, and introduction of appropriate technologies for client service.
3. Works with Bata Library Services, Library Information Systems, and with central Information Technology staff on developing and maintaining shared service logs for problem identification and resolution.

Academic Skills and Student Services

1. Works with the Library Learning and Liaison unit, Academic Skills, the Academic Mentoring Program, and Academic Advising in the development of joint and complementary programming aimed at building strong academic skills in students at the Durham GTA Campus.

Marketing:

1. Ensures that client service policies are standardized across the unit and current on the website.
2. Promotes the DCLLC and the services and supports it offers on the Durham Campus and the University at large.
3. Ensures that the client services area is well-organized and welcoming.

Financial Operations:

1. Oversees management of financial transactions in the unit, including revenues from fines and lost books and those associated with Interlibrary Loans.
2. Works with unit staff, the Manager of Library Services (Bata Library), and other librarians, managers and Library and Archives members to find optimal ways of handling, recording, and reporting financial transactions.
3. Works with the University Librarian or designate on identifying, implementing, and assessing contracted services.
4. Ensures that student payrolls are submitted as required.
5. Monitors student payroll budget and advises the University Librarian on status and requirements.
6. In consultation with the appropriate Learning and Liaison librarian(s), coordinates Durham Campus Library and Learning Centre acquisitions and cataloguing requests and/or changes with the Bata Library Services unit.

Assessment and Evaluation:

1. Ensures the appropriate collection, analysis, and reporting of data necessary for provincial bodies.
2. Provides statistics for discrete operations upon request from the University Librarian.
3. Compiles annual report on unit operations.

**Education**

Honours University Degree (4-year), preferably in one of Human Resources Management, Business Administration, or Computer Information Systems. A diploma in Library and Information Technology (L.I.T.) is highly desirable. Training and experience in the management of copyright in libraries is desirable.

**Experience Required**

* A minimum of five years’ experience in libraries, and a minimum three years’ experience in an academic library.
* A minimum of three years’ experience showing progressive responsibility for developing and managing client support services.
* Proven experience showing participation in copyright management in an academic environment.
* Demonstrated strong leadership and supervisory skills.
* Evidence of commitment to process improvement.
* Proactive client service orientation.
* Ability to collaborate with colleagues on resolving problems and developing new services and solutions.
* Excellent written and verbal communication skills.
* Familiarity and experience with library technologies and information resources.
* Ability to coach staff and clients effectively in the use of technologies.
* Familiarity with marketing practices.
* Evidence of engagement in the workplace and profession.
* Ability to work evenings and/or weekends, as required.