**Department of Human Resources**

**Exempt Job Description**

**Job Title:**  Manager of Library Services

**Job Number:**  X-268

**Band:** 7

**NOC:**  1213

**Department:**  Library and Archives – Bata Library

**Supervisor Title:** University Librarian

**Last Reviewed:** March 21, 2019

**Job Purpose**Responsible for managing general library services at the Bata Library, the Manager of Library Services provides leadership in the unit by modelling and fostering a commitment to service delivery through effective management of staff and operations. The Manager coordinates the activities of the unit in delivering services to Bata Library clients through fulfillment services including circulation, interlibrary loans (ILL), reserves, and other services. The incumbent focuses on improving processes through the identification, analysis, and streamlining of workflow for optimal outcome; leveraging technologies and human resources; ensuring the standardization and sharing of documentation; and identifying and implementing best practices in the unit. Remains current with practices in the field and supports the unit librarian in representing the work of the unit to the University and externally with corollary services in other organizations.

**Key Activities**

***Program/Policy Development/Implementation;***

1. Working with fulfillment and patron services in the Alma Library Services Platform (LSP), establishes and maintains configuration for activities, including circulation, resource sharing and interlibrary loans (ILL) and reserves for all Library and Archives units.
2. Engages in strategic planning and policy development through research and preparation of policies as directed by the unit librarian, and through participation in library meetings.
3. Working as a member of the extended Librarians Committee, advances the development and implementation of the Library's strategic goals and objectives by contributing to the process.
4. Identifies, analyzes, and streamlines procedures for work carried out in the unit resulting in process improvement.
5. In consultation with the unit librarian, determines the feasibility and implementation of new programs and services.
6. Collaborates with the Manager, Durham Campus Library & Learning Centre to develop synergies between Library and Archives activities across Bata and Durham libraries, integrating activities and streamlining supporting workflows, records, tools, and systems.
7. Promotes and ensures optimal functioning of customer self-service technologies.

***Leadership & Supervision;***

1. Responsible for the leadership and the overall efficiency of the Bata Library’s service operations by ensuring the sharing of information and documentation of procedures.
2. Hires, trains and supervises Library Services staff, and provides ongoing redirection and assessment as required.
3. Conducts annual performance appraisals for regular staff.
4. Ensures staff are familiar with the policies, protocols and procedures that guide the

work of the Library and Archives.

1. Coordinates staff schedules for the Bata Library service desk, as well as unit staff support for other units as determined by the unit librarian.
2. Assigns work as required to maintain appropriate service levels in fulfillment, including resource sharing, interlibrary loans, reserves, and other tasks as required.
3. Oversees the development and maintenance of training resources for Library Services staff, ensuring Library Services staff are technically proficient in the effective use of existing and new systems.
4. Provides ultimate problem resolution on problems encountered in the delivery of client services related to fulfillment (e.g. circulation, interlibrary loans, reserves).
5. Ensures that the Bata Library Service Desk is organized and welcoming.
6. In consultation with the unit librarian and other units located in Bata Library building, develops and communicates Bata Library hours and coordinates security guard coverage for the Bata Library.
7. Coordinates library room booking activities.

***Information Technology;***

1. Acts as lead for the unit’s technology requirements, working with the library’s Discovery and Systems (D&S) team and with Trent Information Technology (IT) staff on identifying, documenting, and resolving issues.
2. Works with the D&S team and IT on identification, testing, and introduction of technologies to support clients’ needs.

***Financial Operations;***

1. Oversees management of financial transactions in the unit, including revenues from fines and lost books, those associated with Interlibrary Loans, as well as the budget for routine purchases by the unit, (e.g. office supplies and consumables, equipment repairs and parts, etc.).
2. Works with Library and Archives staff on identifying, implementing, and assessing contracted services that improve the delivery of client support.
3. Develops budgets for funding student assistant positions within the Library Services unit, including student assistant support for collection management, internal mail delivery, and associated building-related tasks.
4. Ensures employment documentation and orientation for student assistants in the Library Services unit is completed and submitted.
5. Monitors the Library Services student payroll budget and advises the unit librarian on status and requirements.

***Assessment and Evaluation;***

1. Collects and analyzes statistical data from the unit’s operations and submits to the unit librarian as requested.
2. Provides statistics for discrete operations upon request from the unit librarian.
3. Compiles an annual report on unit operations and submits it to the unit librarian.

**Education Required**

A university degree, preferably in Human Resources Management or Business Administration, and a diploma in Library and Information Technology (L.I.T.), or equivalent.

**Experience Required**

1. A minimum of five years’ experience in libraries (academic libraries preferred), three of which demonstrate progressive supervisory responsibility for developing and managing library staff.
2. Experience working with library technologies, including library management systems, preferably in a post-secondary environment. Ability to coach staff and clients effectively in the use of technologies.
3. Demonstrated experience with human resources management in a unionized workplace, including hiring, scheduling, dispute resolution, discipline, and assessment.
4. Demonstrated experience with program and policy development.
5. Experience and knowledge of change management principles, methodologies and tools.
6. Familiarity with project management approaches, tools and phases of the project lifecycle.
7. Evidence of commitment to process improvement.
8. Proactive client service orientation.
9. Ability to collaborate with colleagues on resolving problems and developing new services and solutions.
10. Excellent written and verbal communication skills.
11. Evidence of engagement in the workplace and profession.
12. Excellent organizational, planning and time management skills, with demonstrated ability to manage multiple tasks and flexibility in meeting shifting demands and priorities.
13. Ability to work occasional evenings and/or weekends.