Exempt Job Description

Job Title: **Manager, Durham Campus Library and Learning Centre**Job Number: **X-353**  
NOC: **1213**  
Band: **6**  
Department: **Durham Campus Library and Learning Centre**Supervisor Title:  **University Librarian**   
Last Reviewed: **December 4, 2017**

## Job Purpose

Responsible for managing the Durham Campus Library and Learning Centre, the Manager provides leadership in the unit by modelling and fostering a commitment to excellence in service delivery that is responsive to user needs through effective management of staff and operations. S/he coordinates the activities of the unit in delivering services to Library users through, among other things, Circulation, Interlibrary Loans (ILL), Reserves and copyright. The incumbent does this by improving 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. Remains current with practices in the field of library function in an academic environment and 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 delivery of unit services, modelling commitment to user support.
2. Represents the unit within the Library and 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 Head of the Durham GTA Campus on assessment, implementation, and delivery of same.
5. Interacts regularly with the University Librarian or designate, the Manager of Library Client Support, and, as necessary, the Head of the Durham GTA Campus, regarding ongoing operations.
6. Maintains awareness of academic library functions and copyright through professional development, research, and networking.
7. Provides ultimate resolution on problems encountered in delivery of User Support services.

### Client Support;

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. Ensures that library policies 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 Client Support and Technical Services unit.
8. Performs duties delivered by the unit when required.

### 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. Hires, fires, and disciplines 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 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 .

### Information Technology;

1. Acts as lead for the unit’s technology requirements, working with Library Systems and Information Technology staff on reporting and resolving issues.
2. Works with Bata Library Client Support, Library Systems and Information Technology staff on identification, testing, and introduction of appropriate technologies for client support.
3. Works with Client Support, Library Systems and 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 programing aimed at building strong academic skills in students.

### Marketing;

1. Ensures that User Support policies are standardized across 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 User Support 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 Client Support, and other Library staff 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 unit 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 Client Support and Technical 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 unit 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.

## 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 user support services.
* Three years’ experience showing progressive responsibility for copyright in an academic environment.
* Demonstrated strong leadership and supervisory skills.
* Evidence of commitment to process improvement.
* Proactive customer 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.
* Ability to coach staff and customers 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.