

Job Description

Job Title:	Manager, Circulation Services: Resource Sharing and Reserves
Department:	Library
Reports To:	Head, Circulation Services
Jobs Reporting:	Resource Sharing Associate, Borrowing (2 positions) Resource Sharing Supervisor: ILL Lending coordinator Resource Sharing Supervisor: Lending (Davis) and Instructional Design Support Library Associate/Trainer, Reserves Library Assistant/Trainer, Reserves Library Clerk: Reserves and Training (2 positions)
Salary Grade:	USG 9/10
Effective Date:	January 2020

Primary Purpose

The Manager, Circulation Services: Resource Sharing and Reserves collaborates on overall departmental priorities, and provides leadership for their Resource Sharing and Reserves teams in maintaining and improving service excellence for these core library services while identifying and developing new initiatives and directions. The incumbent accomplishes this with a progressive approach to staff well-being, and through close collaboration with other areas of the department and key stakeholders in other areas of the Library. Both units have staff that work in each of the Dana Porter and the Davis Centre libraries.

Key Accountabilities

Department-wide responsibilities:

- As one of three departmental managers who work with the Head, the incumbent shares in establishing priorities and developing long- and short-term goals within the context of the Library's strategic goals, to further the department's and Library's contribution to the campus strategic themes
- Maintains productive, collaborative working relationships and strong linkages to the other areas of the department, and provides support to other areas as determined by department-wide priorities

Leadership in the Resource Sharing and Reserves areas:

- Provides leadership, direction and strategic planning in the execution of these two areas
- Champions the mission and vision of the library and the department
- Adheres to internal and external customer service standards and performance indicators, monitors satisfaction with service delivered, and takes action to enhance service quality
- Leads collaborative development of new capabilities required by the introduction of new systems, tools or processes, including complex and large-scale systems such as the Ontario-wide InterLibrary Loan system and the Ontario-wide library services platform
- Leads collaborative investigations into opportunities to continuously improve services
- Creates and interprets policies and guidelines to coach and facilitate others in development of efficient and effective procedures

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- Manages change, including the temporary redeployment of staff
- Develops proposals in order to secure and allocate resources necessary for the achievement of goals
- Ensures collaboration and coordination with other branch libraries, resource centres, and with the University of Waterloo's affiliated and federated institutions on these areas
- Coordinates with library and campus partners to ensure smooth service delivery and maintenance (for example, with Central Stores in the delivery of library materials)
- Represents the unit or department library-wide or beyond in committee work or on special projects such as with one of the communities or committees of the Ontario Council of University Libraries (OCUL)
- Responds to anything that requires immediate supervisory attention, including during evenings and weekends

Specialized knowledge and accountabilities to support Resource Sharing and Reserves:

- Ensures that staff in these two areas are appropriately trained in the application of department copyright guidelines, and works with the Copyright Librarian and staff to understand changes to the copyright landscape and modify internal practices accordingly
- Ensures that staff in these two areas are appropriately trained in the application of the Accessibility for Ontarians with Disabilities Act (AODA) with respect to the information standard that provides guidance on the creation of digital resources such as those created for patrons of Reserves and Resource Sharing
- Reconciles and approves invoice payments for various services used for Resource Sharing, such as Online Computer Library Center (OCLC), and makes recommendations on changes to the use of these services
- Reconciles and approves invoice payments for various copyright-related services used for Reserves
- Coordinates the submission of departmental statistical data related to Resource Sharing and Reserves, including for outside associations, such as OCUL and the Canadian Association of Research Libraries (CARL).

Leadership in staffing best practices:

- Hires, trains, coaches and supervises staff, including coaching best practices in leadership to the supervisors in the area
- Co-develops goals and expectations with staff and helps employees create clear paths to success
- Develops effective work team dynamics
- Ensures there is appropriate documentation, back up, support and cross training to manage capacity
- Holds employees accountable for performance as well as for professional workplace behaviour
- Manages performance and behavior through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones
- Identifies development opportunities in others and co-creates with the employee a development plan, regularly following up on the progress of development

Other duties and contributions

- This position will work shifts at a public service desk from time to time in order to remain connected to frontline issues
- This position is part of a pool of managers that may be called upon during evenings and weekends to find staff replacements for unexpected absences, including, if necessary, personally covering a service desk at these times

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**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education <ul style="list-style-type: none">• Undergraduate degree or equivalent in education/experience
Experience <ul style="list-style-type: none">• Significant recent experience as a supervisor of several permanent staff that successfully demonstrates a high degree of skill in leading and developing staff• Experience working in an academic or public library setting, preferably in the area of interlibrary loan or course reserves
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Proven excellent communication and interpersonal skills• Demonstrated commitment to excellent customer service• Excellent analytical and problem-solving skills• Well-developed organizational skills• Demonstrated proficiency with a variety of client and server-based software and tools related to libraries and to general business applications

Nature and Scope

- **Contacts:** Internally, communicates with their staff and others in the Library to lead and support, and to obtain action on issues. Externally, communicates with other campus departments such as Central Stores, and with the provincial library community, to respond to problems and to develop and manage services.
- **Level of Responsibility:** Accountable for ensuring that services within their portfolio meet established standards for accuracy, timeliness, and quality of customer service. These services have significant impact on the ability of the University's student and research communities to obtain information when needed.
- **Decision-Making Authority:** Responsible for problem-solving daily workflow and staffing issues, and for assisting and supporting their supervisors in the same. Works with the department head and others to solve large-scale project problems and complex human resource issues.
- **Physical and Sensory Demands:** Minimal demands typical of a management position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a manager's position with responsibility for time-sensitive activities.