

Job Description

Job Title:	Head, Circulation Services
Department:	Library
Reports To:	Associate University Librarian: Learning, Research and User Services
Jobs Reporting:	Manager, Circulation Services: Collections Maintenance Manager, Circulation Services: Lending Services Manager, Circulation Services: Resource Sharing and Reserves
Salary Grade:	USG 13
Effective Date:	December 2021

Primary Purpose

The University of Waterloo library is the campus's partner in learning, research and innovation. It has two main campus locations plus three satellite locations to meet the diverse needs of our community. The University was built for change and the library's agility allows us to continuously transform approaches to creating, discovering, using, sharing and preserving information. We equip researchers and students with critical research skills – while committing to open and equitable access to information – to empower our campus community to improve our world as active citizens, creative problem solvers and agile leaders. Our work is done with a strong commitment to equity, diversity and inclusion.

The Circulation Services Head provides vision and leadership, strategic planning and management for all the operational activities of the Library's Circulation Services Department which includes Collections Maintenance, Lending Services, Resource Sharing and Reserves. The Department Head works collaboratively with internal and external partners to lead the development of services and resources to support users' learning and research needs in a continuously evolving academic environment.

With a staff complement of 36 full time staff and additional casual staff and co-op students, Circulation Services is the largest department in the Library. Staff are in Dana Porter Library and Davis Centre Library.

Key Accountabilities

Strategic Direction and Leadership

- Leads, guides and supports the Circulation Services Department
- Serves as a resource to the Library Executive Committee, other department heads, and committees
- Collaborates with Library Executive Committee and other department heads to develop and advance policies, manage change, set future directions, and resolve problems
- Uses evidence-based, critical thinking and takes a library-wide perspective to resource allocation decisions
- Develops, articulates and leads departmental goals in support of the Library's strategic plan and the goals of the Learning, Research and User Services group (Circulation Services, Information Services and Resources, User Experience, Accessibility, and Learning, Teaching and Instructional Design)
- Recommends/implements objectives and oversees evidence gathering, analysis and reporting
- Contributes to discussions about organizational/structural change within the Library and leads change management as appropriate

- Directs, models, and empowers staff agility and responsiveness to change, new directions and campus opportunities
- Collaborates, plans and integrates equity, diversity, inclusion and access (EDIA) principles into library services

Department Management and Team building

- Hires or oversees the hiring of permanent and contract staff as well as co-op students and casual staff
- Leads by creating an environment where team members are empowered to work individually, collaboratively, and collectively towards achieving departmental and library goals
- Nurtures and supports collaboration across the three sections of the Circulation Services Department: Collections Maintenance, Lending Services, Resource Sharing and Reserves, allocating staff and resources as appropriate for maximum effectiveness
- Mentors department managers and supervisors by providing guidance, direction and coaching
- Ensures that staff training needs are assessed, and training plans are developed and implemented
- Ensures staff have the tools and resources needed to support their work in areas related to their job responsibilities
- Ensures effective communication channels and working relationships with other library locations

Development and Administration of Programs and Services

- Engages with new and emerging practices and works with managers in the Circulation Services Department to analyze context and evidence to identify future paths forward for departmental services and resources
- Leads or oversees the data-gathering and evaluation of existing services, and service-related pilot projects
- Advocates and champions the development of new projects and plans for services or service restructuring
- Oversees departmental work through a collegial management style, fostering open communication
- Leads, supports or coordinates the implementation of plans and projects across the Circulation Services Department to support users' learning and research needs with a focus on providing an excellent user experience
- Coordinates as appropriate with other departments to ensure strong service quality and continuous improvement
- Ensures that Circulation Services department budgets for casual staff hiring and for the purchasing of copyright permissions and information resources, are current and that funds are used effectively
- Analyzes existing contracts with vendors and negotiates new contracts as appropriate
- Ensures accessibility compliance and inclusivity are integrated into departmental thinking, workflows, communications, and outputs
- Oversees and provides direction for the day-to-day work of the Circulation Services Department

Collaboration and Partnerships

- Ensures timely internal communication to department heads, administration, and staff
- Ensures prompt, cohesive and clear external communications to patrons through multiple channels related to user services
- Serves on University and external committees as appropriate to foster partnerships, share expertise, and advance library objectives
- Ensures appropriate collaboration with provincial and national organizations (for example, OCUL, CARL, ARL) with respect to resource sharing and collection management agreements
- Collaborates with internal and external partners to translate trends in access services and resource sharing into programs/services

Job Description



Physical Collections and Facilities

- Collaborates cross departmentally to ensure updated emergency preparedness and disaster recovery plans are in place
- As head of the Circulation Services Department that staffs evening and weekends hours as well as weekdays, collaborates cross departmentally to ensure staff and patron safety issues are pro-actively prevented and building security issues are also addressed

**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

- Completion of undergraduate degree or equivalent education and experience
- Asset: Human Resources Management training

Experience

- Strong experience leading and motivating large, dynamic teams
- Experience with strategic planning, including establishing and executing strategies
- Demonstrated experience working in a direct customer-facing role and in collaborative team settings
- Project management experience
- Demonstrated experience with effective change management, planning and implementation
- Experience providing excellent customer service
- Experience working with library services platform (LSP)
- Asset: experience working with circulation/access services in an academic library
- Asset: experience using metrics to evaluate work and inform decision-making

Knowledge/Skills/Abilities

- Proven ability to work effectively in a service-oriented environment which values collaboration and collegiality
- Proven strong public service skills
- Proven strong facilitation, interpersonal and communication skills (oral, written, active listening)
- Demonstrated ability to manage a high volume of work with conflicting priorities and deadlines
- Demonstrated analytical and problem-solving skills
- Demonstrated ability to resolve conflict including complex and sensitive patron and staff issues
- Demonstrated ability to exercise judgement and discretion when handling confidential information
- Demonstrated commitment to fostering positive working relationships and building partnerships
- Demonstrated commitment to promoting and sustaining EDIA among staff and user-facing programs and services

Nature and Scope

- **Contacts:** Internally, communicates with Library employees at all levels to gather ideas, envision, articulate, update and inform services and projects they are leading or otherwise accountable for. Externally, communicates frequently with users on library services, campus and consortia partners to build relationships and execute work.
- **Level of Responsibility:** The position is responsible and accountable for the overall results of the department and committees they lead. The Circulation Services Department Head serves a critical role in developing and overseeing responsive, equitable and accessible approaches to obtaining and

delivering information and select resources requested by patrons, accurate maintenance of physical collections and corresponding item records, and a variety of supporting services, ensuring strategic and efficient use of resources. The Circulation Services Department Head provides leadership, performance management, coaching and development of department staff; sets goals and direction for the team; ensures that goals are supported until achieved; and collaborates with department heads and Library Executive Committee to set and advance institutional directions and strategic priorities.

- **Decision-Making Authority:** Responsible and accountable for establishing the priorities for the Circulation Services Department and addressing changes to strategic plans by consulting with other department heads and members of the Library Executive Committee as appropriate. Responsible for operational, evidence-based, process-oriented decisions within the Circulation Services Department. Leads recruitment team committees in making hiring decisions. Makes decisions related to staff performance management and evaluations.
- **Physical and Sensory Demands:** Minimal to moderate exposure to disagreeable conditions typical of a department head position.
- **Working Environment:** This position involves moderate exposure to normal stress and pressures typical of a department head-level management position. There may be work hours outside of normal operating hours, time-sensitive activities and competing priorities, as well as occasional travel for professional development and networking purposes.