

Job Description

Job Title:	Acquisitions Manager
Department:	Collection Development
Reports To:	Head, Collection Development
Jobs Reporting:	Acquisitions Associates; Acquisitions Associate, Invoicing and Ledgers
Salary Grade:	USG 9
Effective Date:	March 2020

Primary Purpose

The Acquisitions Manager is responsible for the day-to-day management and coordination of the processes and workflows related to the Library's acquisition of print and electronic information resources. The Acquisitions Manager provides oversight and guidance for the members of the Acquisitions Team, working closely with team members to resolve complex acquisitions issues and ensure continued progress on individual and team projects.

Key Accountabilities

Acquisitions Team Leadership

- Provides leadership, direction and strategic planning in the execution of Acquisition functions
- Provides guidance, creates and interprets policies and guidelines to coach and facilitate the Acquisitions Team in development of efficient and effective procedures
- Provides direction in the prioritization of the team's duties, triages service requests, assigns appropriate projects, and allocates the team's efforts to ensure tasks and projects are completed on time
- Adheres to internal and external customer service standards and performance indicators, monitors satisfaction with service delivered, and takes action to enhance service quality
- Manages change, including the facilitation of training and testing

Daily Operations Management of Acquisitions Budget

- Articulates sourcing strategies for the acquisition/renewal of materials, and associated workflows to help the Library achieve fiscal efficiencies and streamlined processes
- Oversees the budget maintenance processes, including accurate allocations and transfers, and recommends structural improvements
- Maintains a collaborative relationship with the University's Finance department and provides oversight for general ledger and acquisitions budget maintenance, ensuring data is consistent and formatted effectively for use in reporting
- Provides advice on trends and assessment of acquisitions data to the Head, Collection Development for the purposes of accurate budgeting
- Coordinates timely, accurate, budget rollover and closing of the fiscal year.

Acquisition Workflow Management

- Develops, recommends, and implements improvements to area workflows, as appropriate
- Documents high-level workflows, engages in process mapping and provides training to Library staff as related to areas of expertise
- Oversees the creation and updating of the Acquisitions records as appropriate

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- Coordinates the completion of renewals and cancellations in a timely manner, including the proactive consultation with Liaison Librarians in regards to large aggregator vendor renewals and annual consortial package assessments and reconciliations
- Proactive assessment, incorporation, and presentation of available data to influence renewal and cancellation decision making
- Verifies invoice information is correct (e.g. cost and coverage), and ensures invoices are processed with appropriate level of approval
- Ensures proactive, ongoing communication of changes to subscriptions and commitments
- Oversees the maintenance of the Library Services Platform (LSP) vendor files to ensure the successful Electronic Data Interchange (EDI) of the Library financial information
- Participates in systems testing, as required

Vendor/Publisher Relations

- Communicates with publishers/vendors, both in person and remotely, to enhance relationships, negotiate purchasing options, advocating for discounts and ongoing price reductions, and troubleshoot complex issues
- Ensures invoicing and entitlement issues are resolved quickly and constructively
- Participates in vendor visits and offsite conferences as appropriate
- Coordinates vendor training for Library staff, as related to areas of responsibility

Departmental Coordination & Administration

- As a member of the Collection Development department Managers group, contributes to the creation of department policies that impact the workplace conduct of Collection Development staff
- Hires, trains, coaches and supervises staff
- Co-develops goals and expectations with staff and helps employees create clear paths to success
- Develops effective work team dynamics
- Manages performance and behavior through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-on-one meetings
- Identifies development opportunities in others and co-creates with the employee a development plan, regularly following up on the progress of development
- Participates in Departmental reviews and leads working groups, as appropriate
- Participates in library-wide projects as required by areas of responsibility, expertise, or interest
- Actively participates in subcommittees of the Collections Strategy Committee

**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

- Bachelor's degree or equivalent in education/experience.

Experience

- Significant recent experience as a supervisor, preferably of a team, that successfully demonstrates a high degree of skill in leading and developing staff
- Experience managing a substantial budget
- Experience working in an area related to resource procurement delivery, approaches, and methods, preferably using a Library Services Platform in an academic or public library setting
- Demonstrated experience in data management, manipulation and reporting

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- Experience with office software: MS Word (Intermediate); Excel (Advanced); PowerPoint (Intermediate)

Knowledge/Skills/Abilities

- Proven ability to take initiative and manage multiple projects, priorities, deadlines, and develop/implement process improvements
- Demonstrated aptitude for investigating and troubleshooting technical and process related issues
- Outstanding interpersonal skills and good judgement, with a demonstrated ability to maintain respectful, and constructive working relationships across multiple levels and diverse stakeholders
- Knowledge of information resources procurement and associated licensing within the higher education context
- Proven ability to clearly and positively communicate complex concepts; excellent oral and written communication skills

Nature and Scope

- **Contacts:** Internally, communicates with Library staff to present/describe/analyze information and to obtain decision/action on issues. Externally, communicates with vendors to present/describe information, obtain action on issues, establish relationships, place orders, advocate for discounts and credits, ensure order completion and appropriate access is established.
- **Level of Responsibility:** Responsible for ensuring the timely, effective management of acquisition processes, budgets, and accounts payable, including the day-to-day ledger transfers, invoice approval/processing, and budget rollover and the fiscal closing process and related documentation. Responsible and accountable for the overall results of the acquisition and renewals of information resources. Works closely with other staff to develop and act on recommendations and implement decisions.
- **Decision-Making Authority:** Responsible for triggering review of vendor files and acquisitions processes. Responsible for application of collection principles to advise on acquisitions decisions. Responsible for addressing vendor performance issues, troubleshooting orders and invoice issues, and deciding when to seek price reductions/discounts and to investigate price increases. Responsible for identifying changes required to the ledgers and budget maintenance protocols. Responsible for problem-solving issues in area. Works with department head and others to solve more complex problems.
- **Physical and Sensory Demands:** Minimal physical requirements. Exposure to conditions typical of a supervisory position in a fast-paced office environment, with frequent urgent demands.
- **Working Environment:** Exposure to conditions associated with urgent, time-sensitive activities and troubleshooting.