

Job Description

Job Title:	Resource Sharing Supervisor, Lending (Davis) and Instructional Design Support
Department:	Library, Circulation Services
Reports To:	Manager, Resource Sharing & Reserves
Jobs Reporting:	Library Clerk, Resource Sharing
Salary Grade:	USG 6
Effective Date:	June 2018

Primary Purpose

The Resource Sharing Supervisor, Lending (Davis Library) and Instructional Design Support is primarily accountable for ensuring that Interlibrary Loan (ILL) and TriUniversity Group (TUG) consortia lending requests for Davis Library materials are responded to with accuracy and efficiency. Additionally, they are accountable for creating, maintaining and delivering general systems training to Resource Sharing (RS) staff. They are also responsible for problem solving related software issues.

There are three RS Supervisor Lending positions, each with one direct report. Each of these supervisors acts as a support in the absence of the others. The Lending work is similar in each position but has variation by library location or by the library consortia that the position serves. This team often supports the core duties of the Lending portion of each other's work.

The incumbent is also a member of the Instructional Design team contributing to design, implementation and analysis of instructional materials.

Key Accountabilities

Processing of TUG & ILL Lending requests, returns and searching for Davis material

- Ensures that all TUG and ILL lending requests for Davis material are received, processed and responded to via appropriate communication systems in a timely manner to ensure the University of Waterloo (UW) library remains in good standing within the TUG and Ontario Council of University Libraries (OCUL) consortia, and with other libraries
- Maintains expertise in the variety of systems needed to process lending requests, including but not limited to: the library discovery system and staff clients; scanning software; electronic document delivery systems; ILL systems; reporting software
- Problem solves and responds to lending-related queries from libraries across the province and beyond, by phone, email and in person
- Ensures consistent application of copyright policies and practices for lending requests
- Administers the searching processes that locates missing library items and allows them to be replaced, and for compiling Davis statistics on this process
- Generates operational reports and processing lending requests on behalf of the School of Pharmacy
- Compiles and maintains accurate statistics
- Ensures that those procedures related to the above tasks which are the primary responsibility of this position are created and maintained

Supervisory responsibilities

- Coaches, trains and develops their reporting staff member to assure their growth and development
- Conducts regular performance reviews with direct report and ensures adherence to annual Performance Planning process
- Collaborates with staff member to establish priorities for the above services and other functions
- Makes decisions on the hiring of his/her direct reports, in consultation with the manager

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Resource Sharing systems support

- Is the unit expert in RS support software and the resource person responsible for mitigation of problems
- Accountable for developing and delivering general systems training to RS staff to ensure staff have the knowledge needed to understand the interoperability of the various RS systems
- Creates and updates procedures to support training on software applications
- Works closely with the Resource Sharing Associate, Borrowing, during software upgrades in order to provide technical support for the investigation and testing conducted by Borrowing position

Other Duties and Contributions

All staff are expected to support the work of the unit, the department, and the Library by:

- Identifying and bringing forward issues that impede our services to users
- Supporting colleagues as members of the same department team, by learning and maintaining skills to help out in other areas in extenuating circumstances in order to ensure the smooth operation of the department
- Participating in working groups and committees, as time permits, in order to contribute to continuous improvement in the department and the Library
- Supporting and advancing the Library's strategic directions to further the Library's contribution to the campus strategic themes
- Practicing a wide variety of client service skills, such as: patience; attentiveness; positive language; inclusivity; willingness to learn; and willingness to problem-solve on behalf of library patrons

Shares in the provision of circulation desk services

- Typically works three to four 2-hour circulation desk shifts per week
- Responsible for providing an enhanced level of circulation desk service that includes directional support for guiding users to library research tools and other services
- Participates in providing evening, weekend, and weekend-evening back-up coverage for desk

Instructional Design Support

The incumbent spends about 25% of their time working under the direction of the Instructional Design Librarian in a team that supports this function.

- Collaborates in the design, implementation, support and documentation of instructional learning objects for multiple uses/interactions
- Independently gathers and analyzes information and makes recommendations towards shared decisions, adhering to articulated instructional design processes and best practices
- Works effectively in a service oriented collaborative team-based environment across units
- Develop and maintains competency in software systems related to Instructional Design

Required Qualifications

Education

- Undergraduate degree or equivalent in education/experience.

Experience

- Supervisory experience with proven coaching ability
- Experience training in a workplace setting
- Experience in library operations, particularly knowledge of Interlibrary Loan, is preferred but not required

Knowledge/Skills/Abilities

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communication and interpersonal skills; proven attention to detail.
- Demonstrated analytical and problem-solving skills
- Proven ability to take initiative

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- Proven aptitude with detailed software applications and demonstrated ability to quickly learn new technologies
- Proven ability to manage and prioritize tasks

Special Conditions

- Moderate lifting and carrying of library materials is required

Nature and Scope

- **Contacts:** Internally, communicates with University of Waterloo Library staff as a resource person, for retrieval of material and as a trainer. Communicates with affiliated locations and public services staff in the library to present/describe information. Works with Resource Sharing colleagues in a collegial environment. Externally, communicates with institutional borrowers to whom service is provided. Works with patrons to clarify and facilitate requesting process.
- **Level of Responsibility:** The job has detailed processes which are handled independently. Works with minimal supervision and has one direct report.
- **Decision-Making Authority:** Responsible for problem-solving daily issues working with contacts on and off campus. Works with manager and others to solve more complex problems.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position with responsibility for a time-sensitive activity.