

Job Description

Job Title:	Associate University Librarian, Learning, Research, and User Services
Department:	University Library
Reports To:	University Librarian
Jobs Reporting:	<i>Dept. heads:</i> Information Services and Resources (ISR), Dana Porter Library; ISR, Davis Centre Library; Circulation Services
Salary Grade:	USG 16
Effective Date:	January 22, 2018

Primary Purpose

The **Associate University Librarian, Learning, Research, and User Services** provides leadership, strategic direction, assessment, and support for the Library's accessible, user-focused information programs, learning, and research support programs, policies, and operational services within the Library and its facilities; the area includes several departments comprising a substantial number of staff who provide general and specialized information services, including subject and departmental liaison librarians responsible for teaching, reference, and research consultations, collection development and curation; as well functional specialists responsible for instructional design, user experience, accessibility, student engagement and outreach; and support for circulation, interlibrary borrowing and document delivery, and accessibility services. As a member of the Library's senior leadership team reporting to the University Librarian, the incumbent works closely with the team on Library-wide strategy, planning, policy, and management of resources.

Key Accountabilities

Leads, supports, and develops strategy for learning, research, and user services programs:

- Integrates the user-focused information programs, learning, and research support programs, policies, and operational services within the Library and its facilities
- Develops policies and programs that enable an exceptional and coherent user experience, while recognizing diverse needs of multiple constituencies
- Ensures responsive environments for learning and research within library facilities, working with the Director, Organizational Services and campus
- Initiates and promotes programs that advance student learning within and beyond the classroom, engagement, and academic success

- Coordinates operational user-focused services, experiences, as well as their assessment and associated policies across Library facilities and virtual services, and incorporates ongoing assessment into these programs and services
- Spearheads information services that advance the research of faculty, researchers, graduate students, and other scholars within and across the disciplines
- Plans, proposes, and manages program and personnel and resources in portfolio, across departments
- Sponsors and coordinates cross-department strategic initiatives, working closely with other senior leadership reporting to the University Librarian (Associate University Librarian, Collections, Technology and Scholarly Communication and Director, Organizational Services)
- In collaboration with the AUL, Collections, Technology, and Scholarly Communication, initiates and supports programs that enable faculty and students to advance digitally-intensive research and scholarship
- Develops strategic campus and multi-institutional initiatives, working collaboratively with senior administrators to ensure relevant, robust, and cohesive student, faculty, and scholar-focused programs
- Represents the organization, on campus and externally, in relevant consortial and collaborative venues, developing collective strategies for multi-institutional programs that operate at scale in an increasingly digital and complex environment of scholarship and learning
- Monitors and assesses the viability of emerging developments and trends in academic research libraries and higher education, and incorporates applicable ideas into innovative and effective program ideas

Supports and implements organizational strategy and effective communication:

- Supports and coordinates the Library's strategic directions, policy development, financial administration, and resource allocation, with the University Librarian and the Library's senior leadership team
- Provides leadership and stewardship for major program development and collaborates extensively to enable and support cross-department initiatives
- Ensures ongoing communication within the areas of responsibility and Library-wide
- Consults with managers and staff to develop new programs, and to assess existing programs and processes
- Proactively identifies actions that advance the Library and the University's [strategic mission](#) to be one of the world's most innovative universities through programs focused on experiential education, entrepreneurship, and transformational research

Establishes, sustains, and assesses partnerships and collaborations on strategic goals:

- Establishes and sustains effective Library-campus partnerships with senior leadership in Faculties, Colleges (Affiliated and Federated Institutions of Waterloo—AFIW), and academic and administrative support units
- Identifies opportunities for external partnerships with institutions and organizations to leverage expertise and develop programs at scale
- Participates in and sponsors committees and working groups in the Library and the University, and in inter-university consortia such as the Tri-University Group of Libraries (TUG), and the Ontario Council of University Libraries (OCUL) that develop and deliver library content, infrastructure, and programs at scale
- Represents the Library in campus, provincial, national, and international professional organizations and consortia and liaises with senior administrators at peer institutions (e.g. University, TUG, OCUL, CARL, CRKN, CNI, and ARL)
- Consults with Library managers and staff and campus stakeholders (including faculty, students, and staff) to develop new programs, and to assess existing programs and processes

Manages, mentors, and supports professional development and training:

- Manages and nurtures an organizational culture of innovation, evidence-based investments, and responsive program development
- Actively participates in and contributes to the profession, advancing new program models, inter-institutional initiatives, and relevant public policy
- Mentors, supports and promotes Library staff and professionals' career growth and skill development
- Enables the Library to be a vibrant learning organization, as part of a campus community guided by the University's commitment to excellence, innovation, and wellness
- Promotes and values diversity and inclusion in employment and in interactions throughout the organization and the University of Waterloo community

Required Qualifications

Education

- A Master's degree in Library and Information Science or equivalent from an accredited library and information science program

Experience

- Experience and knowledge of developing and leading public-facing programs in a research library
- Substantial experience as a library and information science professional, including a record of progressive leadership and management experience within a research library or related environment
- Evidence of effective resource management strategy development and implementation
- Proven track record with multi-department, multi-institutional collaborations
- Evidence of initiative-taking to develop emerging programs in a research library or similar setting
- Experience in developing and motivating high-performing teams
- Record of professional contributions and leadership in the Library and Information Science community
- Experience in the application of knowledge resources and library programs in service to the academy
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Knowledge/Skills/Abilities

- Demonstrated knowledge of technology and its application for innovation in Library programs
- Strategic thinking
- Superior interpersonal and communication abilities with diverse audiences
- Commitment to supporting an organizational climate of inclusion and diversity
- Ability to collaborate and lead in a highly interrelated environment

Nature and Scope

- **Contacts:** Consults directly with the University Librarian, other Associate University Librarian, and Director, Organizational Services, as well as department heads, managers, and staff in the Library; on campus with Associate Deans, Department chairs, the Chief Information Officer and Information Services and Technology's Director-level staff, and Associate Directors/Directors of Academic Support Units and Administrative units as appropriate; interacts with colleagues in provincial and North American research libraries, and program leads in professional organizations
- **Level of Responsibility:** Responsible and accountable for establishing the priorities for multiple Library departments, supervising department Heads and other professionals, developing and implementing strategic programs and business plans
- **Decision-Making Authority:** The position is responsible and accountable for the overall results of Library departments as well as programs jointly sponsored by the Library and other campus units, provincial, and national organizations
- **Physical and Sensory Demands:** Minimal physical demands

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- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. Makes decisions at times in situations of considerable ambiguity, consulting policy as well as senior leadership team; may be required to be involved in conflict resolution, internally and with Library users. This role involves irregular and/or high volumes and multiple and/or tight campus- or externally-imposed deadlines, and frequent group interactions. The AUL shares responsibility for maintaining a collegial working environment within the Library that is conducive to excellent user-focused information services and high achievement