

Job Description

Job Title:	Manager, Circulation Services: Collections Maintenance
Department:	Library
Reports To:	Head, Circulation Services
Jobs Reporting:	Collections Maintenance Data Analyst and Supervisor (Davis) Collections Maintenance Project Coordinator (Dana Porter) Library Assistant, Collections (Dana Porter) Library Clerk, Item Preservation (2 positions) (Dana Porter)
Salary Grade:	USG 9/10
Effective Date:	January 2020

Primary Purpose

The Manager, Circulation Services: Collections Maintenance collaborates on overall departmental priorities, and provides leadership for the Collections Maintenance team in maintaining and improving service excellence for this core library area while identifying and developing new initiatives to streamline processes. The Manager also provides collections-related data expertise to many areas of the Library. The incumbent accomplishes their work 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. The area has staff in 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 Collections Maintenance area:

- Provides leadership, direction and strategic planning in the execution of this area
- 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 investigations into opportunities to continuously improve services
- Develops ideas and finds opportunities for rationalizing the physical collections of the UW Davis and Porter libraries and the Waterloo collections at the Tri-University Annex facility
- Conducts complex assessments required for managing these collections
- Oversees managing the microform collections and monitoring of the equipment in the area
- Develops and manages the inventory processes for the physical collections located in the Davis and Porter libraries
- Creates and interprets policies and guidelines to coach and facilitate others in development of efficient and effective procedures
- Manages change, including the temporary redeployment of staff

- Develops proposals in order to secure and allocate resources necessary for the achievement of goals
- Serves as a consultant to 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, with the contracted bookbinder, and so on)
- Represents the unit or department library-wide or beyond in committee work or on special projects such as migration of library data to new business intelligence tools
- Responds to anything that requires immediate supervisory attention, including during evenings and weekends

Specialized knowledge and accountabilities to support Collections Maintenance:

- Maintains expert knowledge of library bibliographic, holdings and fulfillment data structures and processes to support collections-related data driven decision making in many areas of the Library, and to identify and incorporate process improvement initiatives
- Works closely with the Collections Maintenance Data Analyst for the development of reports
- Maintains thorough understanding and working knowledge of business intelligence software tools and works with the Collection Maintenance Data Analyst to problem-solve complex data requests
- Participates in investigations into any new software that has a relationship to how collections-related data will be stored. This includes bibliographic, holdings and usage data.
- Develops budget projections, conducts workflow analysis, creates procedures and remains current with project management techniques and Lean and Process Improvement tools for developing and supporting collection project initiatives
- Creates and maintains disaster planning documentation and procedures for the UW Library physical collections and acts as a resource to other library departments in this area
- Facilitates the binding of selected materials, including making recommendations on the selection of the commercial bookbinder, providing budget assessments and monitoring budget expenditures

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

<p>Education</p> <ul style="list-style-type: none"> • Undergraduate degree or equivalent in education/experience
<p>Experience</p> <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 in an area related to holdings maintenance • Demonstrated experience in data management and reporting against large data bases
<p>Knowledge/Skills/Abilities</p> <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 the other campus departments, such as IST and Central Stores, and with vendors to 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 an analyst's position with responsibility for a time-sensitive activity.