

Job Description

Job Title:	Manager, Circulation Services: Lending Services
Department:	Library
Reports To:	Head, Circulation Services
Jobs Reporting:	Circulation Services Supervisor: Patron Accounts (Dana Porter) Lending Supervisor: Circulation Desk Training Lending Supervisor: Environment and Website Circulation Desk Coordinator (Davis) Library Clerk: Payroll
Salary Grade:	USG 9/10
Effective Date:	January 2020

Primary Purpose

The Manager, Circulation Services: Lending Services collaborates on overall departmental priorities and provides leadership in a variety of aspects related to the public service desks, with special focus on excellence in customer service training and delivery. The incumbent accomplishes this 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.

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
- Oversees the development, implementation, and maintenance of staff-focused continuous training, using a variety of tools and methods, to ensure that staff are confident in their knowledge and how to apply it at the service desks and in other modes, such as the online customer ticket system, online chat, and so on. There is a special focus on ensuring that high standards of customer service are maintained
- 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 Lending Services 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 development of new capabilities required by the introduction of new systems, tools or processes, including complex and large-scale systems such as the Ontario-wide library services platform
- Leads collaborative investigations into opportunities to continuously improve services
- Creates and interprets policies and guidelines to coach and facilitate others in development of efficient and effective procedures

- Ensures collaboration and coordination with other branch libraries, resource centres, and with the University of Waterloo's affiliated and federated institutions on the above areas
- Manages change, including the temporary redeployment of staff
- Develops proposals in order to secure and allocate resources necessary for the achievement of goals
- Coordinates with library and campus partners to ensure smooth service delivery and maintenance (for example, with Information Services and Technology in the coordination and support of Technical Support to library patrons)
- Represents the unit or department library-wide or beyond in committee work or on special projects such as with one of the communities or committees of the Ontario Council of University Libraries (OCUL)
- Responds to anything that requires immediate supervisory attention, including during evenings and weekends

Specialized knowledge and accountabilities to support Lending Services:

- Ensures that staff at the service desks and other department-wide service modes are appropriately trained in the application of the Accessibility for Ontarians with Disabilities Act (AODA) with respect to the public service standard that provides guidance on serving patrons with different needs
- Ensures, in cooperation with the Library Digital Initiatives group, that the patron database maintains data integrity and compliance with privacy requirements
- Is Certified to provide system administration support on the library services platform as it relates to the work of Circulation Services, and coordinates local testing within the department of upgrades to this software to ensure they run smoothly
- Initiates the testing and recommending for adoption any new developments to the library services platform or to any other software and hardware technologies that could provide opportunities for improving efficiency and service in lending services
- Develops and maintains the student staff budget to ensure it remains on budget
- Oversees that employment records of student/casual staff are accurate, and that payments to staff are reconciled with records from Payroll and Budgets, working with the University's Payroll Office
- Oversees, in consultation with the Library Financial Officer in the Library, cash management at the service desks as well as the department petty cash, to ensure that the department complies with auditor recommendations and campus best practices
- Oversees the technical support service to patrons in the library (in co-operation with the Library Technology and Facilities Services department (LTFS), and with the campus Information Systems & Technology department (IST)
- Oversees aspects of the security of library collections and facilities (shared with LTFS) and oversees the Environment Monitoring of public library spaces to ensure their appropriate use
- Ensures that communications related to lending services, such as library web pages, signage, and patron notices, are up to date

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

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- 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

**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

- Undergraduate degree or equivalent in education/experience

Experience

- 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, preferably in the area of public services
- Demonstrated experience in developing and delivering training to adult learners

Knowledge/Skills/Abilities

- 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 other campus departments such as Police and IST, and with the provincial library community, to respond to problems and to develop and 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 a manager's position with responsibility for time-sensitive activities.