Job Description

Job Title:	Head, Information Services and Resources
Department:	Information Services and Resources, Dana Porter Library
Reports To:	Associate University Library, Learning, Research and User Services
Jobs Reporting:	Liaison Librarians, Information Resource Coordinator
Salary Grade:	USG 14
Effective Date:	March 2022

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research, and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Head, Information Services and Resources (ISR) is responsible for the ISR activity in the Dana Porter Library (Porter), managing a team of 11 plus co-op students. The Head works collaboratively with other library department heads, Library Executive, committees and teams to advance the Library's strategic objectives. They provide vision and leadership, strategic planning and management for all departmental operational activities. They engage actively within the department, and with internal and external partners, to oversee instruction and research services, and to enable collection development and curation activities that support users' learning and research needs in a continuously evolving academic environment.

Key Accountabilities

Leadership and strategic direction
- Provides leadership and sets strategic direction for the Porter ISR department, and serves as a resource to the Library Executive, other library department heads and committees
- Develops, articulates and leads departmental goals in support of the Library's strategic plan which may include leading library-wide projects
- Collaborates with Library Executive and other department heads to develop and advance strategy and policies, set future direction and resolve issues
- Contributes to and leads organizational change; directs, models, and empowers staff responsiveness to change, new directions and campus opportunities
- Collaborates, plans and integrates equity, diversity, inclusion and accessibility (EDIA) principles into library services and processes
- Uses evidence-based, critical thinking and takes a library-wide perspective to decision making
- Collaborates to develop, articulate and lead the goals of the Learning, Research and User Services group (Circulation Services, Information Services and Resources, User Experience, Accessibility, and Learning, Teaching and Instructional Design)

Team management

- Creates an environment where departmental members work individually and collaboratively to achieve goals
- Hires, manages and evaluates departmental staff through guidance, direction-setting, coaching and performance improvement
- Create opportunities for cross-library collaboration and with key university partners
- Ensures that staff training needs are assessed, and that training plans are developed and implemented, particularly in the areas of teaching, research support, liaising and collections
- Overseas departmental work through a collegial management style, fostering open communication
- Coaches, trains and develops librarians, library specialists and associates for professional growth
- Ensures effective communication channels and working relationships with other library locations

Development and administration of programs and services

- Manages or provides input on operational and/or casual staff budgets
- Engages with new and emerging academic library practices and works to analyze context and evidence to identify future paths forward for services and resources
- Leads or oversees the data-gathering and evaluation of existing services and service-related pilots
- Advocates and champions the development of new projects and plans for services or service restructuring
- Leads, supports or coordinates the implementation of plans and projects across the ISR department(s) to support users' learning and research needs with a focus on providing an excellent user experience
- Coordinates with other departments to ensure problem solving, strong service quality and continuous improvement
- Integrates accessibility compliance and inclusivity into departmental thinking, workflows, communications and outputs
- Oversees and provides direction for the day-to-day work of the Porter ISR department

Collaboration and partnership

- Ensures effective communication channels and working relationships across the Library and with key partners
- Serves on University and external committees, fostering collaboration, information sharing, partnership and expertise across campus and the broader academic community
- Works with colleagues at provincial and national organizations (such as Tri-University Group of Libraries (TUG), Ontario Council of University Libraries (OCUL), Canadian Research Knowledge Network (CRKN), Canadian Association of Research Libraries (CARL) and Association of Research Libraries (ARL) member institutions) on collaborative ventures
- Collaborates with internal and external partners to translate trends in research and higher education into programs and services
- Ensures prompt, cohesive and clear external communication messaging to patrons and academic departments through multiple channels
- Supports liaison librarians in engaging with the Quality Assurance Office on academic and new program reviews and developing library reports for academic programs, accreditation reviews and new program proposals

Collection strategy and stewardship

- Ensures evidence-based decision-making in the selection, maintenance and curation of resources to meet the academic community's learning, teaching and research needs
- Oversees and directs collection management and assessment efforts for regular curation activities and special projects
- Oversees and provides direction for collection review and maintenance policies
- Collaborates on collection lifecycle management decisions and rationalization
- Participates in the Library's Collection 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
- ALA-accredited MLS/MLIS degree, or equivalent credentials and experience

Experience
- Demonstrated progressive responsibility and experience in leadership and management with a proven track record of achievement and success within an academic library
- Experience with strategic planning and priority setting, aligning department and organization goals
- Demonstrated experience working in collaborative team settings
- Proven experience leading and managing dynamic teams including staff development and coaching
- Project management experience
- Demonstrated experience with effective change management, planning and implementation
- Previous experience using metrics to evaluate projects and inform decision-making
- Experience providing excellent customer service
- Demonstrated commitment to promoting and sustaining EDIA
- Asset: experience overseeing instruction, information, collections and research support services in an academic library
- Asset: experience managing professional librarians
- Asset: experience undertaking research or publishing, and supporting the research activities of librarians and staff

Knowledge/Skills/Abilities
- Excellent communication and interpersonal skills; ability to present and share ideas clearly and effectively; build consensus and use leadership intelligence to navigate complex issues
- Broad knowledge of current and emerging issues, trends, workflows and best practices in liaison librarianship and research services
- Proven ability to foster positive working relationships and building partnerships
- Demonstrated ability to manage a high volume of work with conflicting priorities and deadlines
- Demonstrated analytical and problem-solving skills
- Ability to lead cross-team projects and initiatives
- Demonstrated ability to foster positive working relationships and building partnerships
- Proven ability to take initiative and be both creative and flexible

Nature and Scope

- **Contacts:** Internally, communicates with all library employees in all departments and levels to gather ideas, envision, articulate, update and inform on services and projects they are leading or otherwise accountable for. Externally, communicates frequently with campus and consortia partners to build relationships and execute work.
- **Level of Responsibility:** Accountable for the overall results of the Porter ISR department and committees they lead. The Head serves a critical role in developing and overseeing responsive, equitable and accessible approaches to information services, library programming in support of learning and research, and responsible collection decision making, ensuring strategic and efficient use of resources. The Head provides leadership, performance management, coaching and development of department staff; sets goals and direction for the team; and collaborates with department heads and Library Executive to set and advance institutional directions and strategic priorities.
- **Decision-Making Authority:** Responsible and accountable for establishing the priorities for the Porter ISR department and addressing changes to strategic plans by consulting with other department heads, and Library Executive**.** Responsible for operational, evidence-based, process-oriented decisions within the Porter ISR department. Leads recruitment committees in making hiring decisions. Makes decisions related to staff performance management and evaluation.
- **Physical and Sensory Demands**: Minimal to moderate exposure to disagreeable conditions typical of a department head position.
- **Working Environment:** This position involves moderate exposure to normal stress and pressures typical of a department head-level management position. There may be work hours outside of normal operating hours, time-sensitive activities, and competing priorities, as well as occasional travel for professional development and networking purposes. The attends meetings across campus, including meetings at satellite campus locations (Kitchener, Cambridge and Stratford).