



Head, Information Services Tenure-Track Position

Concordia University Library seeks a dynamic, determined and highly collaborative librarian for an appointment as Head, Information Services, Webster Library. This is a tenure-track appointment that is expected to be filled at either the Assistant Librarian or Associate Librarian rank.

Concordia University is one of Canada's most dynamic universities in one of North America's most livable cities. It reflects a unique blend of commitments to diversity, accessibility, social responsibility, and innovation. With over 50,000 students (almost 8500 international) and over 2,000 full-time and part-time professors, Concordia is recognized for offering a rich academic experience combined with strong community engagement.

Concordia University Library provides collections and services fundamental to academic success, creation, the advancement of knowledge, and lifelong learning. With a team of 120 librarians, professionals and support staff who put student and faculty success at the centre of their practice, the Library collaborates to achieve the goals outlined in our [strategic plan](#) and in the University's [strategic framework and directions](#). For more information about the services and operations of the Library, see <http://library.concordia.ca/>.

The **HEAD, INFORMATION SERVICES**, is a supervisory librarian at the Webster Library and part of the Library Management Team, reporting to the Associate University Librarian – Teaching and Learning.

We are committed to developing and supporting strong teams who can meet the diverse needs of our users in evolving information and higher education environments. This opportunity would appeal to an experienced librarian looking to lead and support a unit committed to service excellence through both empathy and expertise. Looking to harness technology in support of user-centred services, we welcome applications from creative thinkers who can ground ideas in practical settings and engage others in a shared vision of information services.

The **Head, Information Services**, will provide leadership in reference and information services in both physical and digital environments, coordinating such services across a range of staff and librarians who provide these services. The incumbent is responsible for the management of the Webster Library's Information Services support staff unit, and Webster Library's student librarians. The **Head, Information Services**, also leads and coordinates student-focused outreach and engagement activities at Webster Library, and elsewhere in collaboration with partners across the University. With an eye to the ongoing evolution of information services, the incumbent proactively engages with emerging technologies and user-focused methodologies to explore and enhance Library services.

Librarians are members of the Concordia University Faculty Association ([CUFA](#)).

RESPONSIBILITIES

Ensures that high quality, user-centred information services are provided to library users in a variety of formats and environments.

Harnesses appropriate technologies to reach more people in more spaces, and integrates information services into platforms used by the Concordia community wherever possible e.g. learning platforms, Concordia portals and apps, library systems and databases, etc.

Collaborates closely with other public service Unit Heads in the Library to ensure clear internal communication and a smooth continuum of service for all users of Library services.

Collaborates closely with other student-oriented units across the University to ensure communication and a Library presence in the continuum of service provided specifically to our student community.

Leads student-oriented outreach and engagement activities to ensure awareness of Library services; participates and coordinates Library involvement in outreach and engagement activities led by other student-oriented units across the University.

Is responsible for the supervision, motivation, training, development, work assignment, and performance evaluation of support staff in Information Services; participates in selection committees and recommends hires for support staff positions.

Is responsible for the supervision, motivation, training, development, work assignment, and performance evaluation of student librarians at Webster Library; participates in selection committees and recommends hires for support staff positions.

Conducts workflow and procedure analysis to assess and improve current practices. Develops, maintains and improves procedures and protocols to improve library users' experience.

Develops and implements tools and measures to assess the quality, reach and impact of Concordia Libraries' Information Services.

Works with other members of the Library Management Team to maintain and promote best practices for library management.

Leads or assists with special projects, or other temporary assignments as required.

Participates in University and external committees and engages in professional organizations for the development of the profession.

Keeps current with changing professional and research expectations, service requirements and developments in academic libraries, especially developments in information services and management practices.

QUALIFICATIONS

Professional expertise

Graduate degree from a library school accredited by the American Library Association, or approved equivalent education and training acceptable for membership in the Corporation of Professional Librarians of Québec.

Five years of professional experience in an academic library or equivalent.

Two years of management or supervisory experience preferred.

Demonstrated success in managing teams; ability to motivate and engage teams towards a common goal.

Ability to plan, organize and coordinate operations and services.

Ability to lead services and/or projects; proven initiative and leadership capabilities.

Ability to communicate effectively and to encourage a positive and productive working environment.

Familiarity with trends in academic library information services, and emerging library and public service practices and technologies.

Demonstrated experience and ability in implementing change is an asset.

Experience working in a unionized environment is an asset.

General Competencies

Strong motivation, aptitude and interest to establish student and faculty success as the centre of their professional practice.

Ability to plan and organize effectively and handle multiple priorities and tasks as well as projects.

Ability to work both independently and collaboratively, share expertise, work in teams and negotiate solutions with diverse groups.

Excellent communication skills. Strong analytical and creative problem-solving skills.

Curiosity, drive and flexibility so as to discover and try new things, in support of Library and University strategic directions.

Oral and written fluency in English is essential. Oral fluency in French and basic written French are assets.

Salary and Benefits

Compensation and rank are commensurate with qualifications and experience. The position includes a competitive and comprehensive benefit package.

Application Procedure

Interested candidates must supply the following in **one (1) single PDF attachment**:

- a letter of interest;
- curriculum vitae;
- the names, email addresses and telephone numbers of three professional references.

Concordia University is strongly committed to employment equity within its community, and to recruiting a diverse faculty and staff. The University encourages applications from all qualified individuals, including women, members of visible minorities, Indigenous persons, members of sexual minorities, persons with disabilities, and others who may contribute to diversification; candidates are invited to self-identify in their applications. All qualified candidates are encouraged to apply; however, Canadians and Permanent Residents will be given priority.

To comply with the Government of Canada's reporting requirements, the University is obliged to gather information about applicants' status as either Permanent Residents of Canada or Canadian citizens. Applicants need not identify their country of origin or current citizenship; however, all applications must include one of the following statements:

Yes, I am a citizen or permanent resident of Canada

No, I am not a citizen or permanent resident of Canada

Interviews are planned for mid-October, 2019. Only selected candidates will be contacted.

Candidates should apply in confidence by email to Ms. Sandra Biron, Library Personnel Assistant, at employment.library@concordia.ca

Applications must be received by **no later than 5:00 p.m. on Friday September 27, 2019.**