



## JOB DESCRIPTION

<b>POSITION TITLE:</b>	<b>Head, Information Services</b>
<b>DEPARTMENT:</b>	<b>Library</b>
<b>POSITION NUMBER:</b>	<b>PL3169</b>
<b>BARGAINING UNIT:</b>	<b>CUFA</b>
<b>STATUS:</b>	<b>Tenure-track</b>

### GENERAL DESCRIPTION

The HEAD, INFORMATION SERVICES, is a supervisory librarian and part of the LIBRARY MANAGEMENT TEAM, reporting to the ASSOCIATE UNIVERSITY LIBRARIAN – TEACHING AND LEARNING.

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.

### RESPONSIBILITIES

1. Ensures that high quality, user-centred information services are provided to library users in a variety of formats and environments.
2. 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.
3. 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.

4. 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.
5. 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.
6. 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.
7. 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 student librarian positions.
8. Conducts workflow and procedure analysis to assess and improve current practices. Develops, maintains and improves procedures and protocols to improve library users' experience.
9. Develops and implements tools and measures to assess the quality, reach and impact of services.
10. Ensures the scheduling of all personnel (librarians, student librarian and support staff) for the Webster Ask Us desk, and works in collaboration with the Head, Vanier Library to ensure scheduling of virtual reference services (chat, email, etc.).
11. Participates in front-line service and instructional activities, as assigned.
12. Assists the AUL, Teaching & Learning, with the general organization and management of Webster study spaces; makes recommendations on the staffing, layout, furnishings and equipment in the unit and the library study spaces.
13. Recommends capital and operating budget expenditures required for the operation of the unit; recommends equipment acquisitions, improvements and changes.
14. Works with other members of the Library Management Team to maintain and promote best practices for library management.
15. Leads or assists with special projects, or other temporary assignments as required.
16. Participates in University and external committees and engages in professional organizations for the development of the profession.
17. Keeps current with changing professional and research expectations, service requirements and developments in academic libraries, especially developments in information services and management practices.

18. Performs other duties as assigned.

## **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 team members 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.

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

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.

Approved: [Dianne Cmor]

Date: [May 2019]