POSITION TITLE: Department Head

DEPARTMENT: Access Services

POSITION SUMMARY:

Under the general direction of the Associate University Librarian (Academic Services), the Head of Access Services leads the development and management of the Library’s access services to make the Library’s resources accessible to all users. The incumbent is responsible for establishing the goals, priorities, and procedures for the Department, which includes Interlibrary Loan, Circulation, Reserves, Storage Facility and Stacks. The incumbent is responsible for the co-ordination and management of all operations and staff of Access Services. The incumbent works in close collaboration with department heads, and administrative and academic departments, to develop such services; assists in representing the Library to individuals and groups on and off campus; and performs other related duties.

This incumbent is a member of the CUASA bargaining unit.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to the Associate University Librarian (Academic Services). Advises and recommends in all areas relevant to the development and operation of the Department.

2. Participates in the formulation of Library policies and strategic planning through membership on Library and University committees. Advises the Associate University Librarian (Academic Services) regarding new or modified policies and services.

3. Manages all staff that report to the Department Head, and recommends staffing levels to Library Administration.

4. Works collaboratively within the Library’s operational structure. Communicates priorities and effectively coordinates services, policies, and programs within the Department, Library, and externally as appropriate.

5. Represents the Department on relevant committees, participates in strategic and operational planning, and prepares reports and gives advice as needed.

6. Serves on University committees and participates in training and other professional activities.

7. Communicates regularly with Library Department Heads and other staff at all levels, to monitor relevant trends and plan services.
DUTIES AND RESPONSIBILITIES:

1. Leads and promotes the activities of the Access Services Department
   • Plans, organizes and co-ordinates the operations of the Access Services Department to provide timely, accurate and efficient services to all clients.
   • Manages personnel to meet service and operational requirements, ensuring balanced workloads.
   • Is responsible for the supervision, hiring, motivation and training of staff. Works closely with the supervisors to ensure effective operations and training.
   • Evaluates the library’s access services and recommends improvements.
   • Leads the development of new access services and resources and assists with marketing these to the campus community.

2. Fosters collaboration with the Access Services Department
   • Collaborates with other Library units to ensure consistency of service, efficient use of resources and technology, and to improve the quality of users’ experience.
   • Works collaboratively with other libraries, to ensure that services such as joint borrowing programs and ILL are efficient and effective and generally to benefit from mutual exchange of information and experience.
   • Liaises with other university departments, faculty and students to improve access to the library’s resources.
   • Participates in library and university committees.

3. Ensures Access Services activities comply with university policies
   • Ensures that the University copyright policy is applied consistently in Access Services activities.
   • Ensures that the University privacy policy is upheld.
   • Works with Administration and Safety to ensure a safe environment for library visitors and Access Services staff.

4. Engages in professional and academic development, which may include:
   • Follows trends in access services in academic libraries including application of developing technologies and proposes improvements.
   • Maintains current professional knowledge, skills, and abilities
   • Progresses the fields of librarianship and information studies by engaging in research, development and/or scholarly work.
   • Contributes to the profession through work with associations, etc.

5. Performs such other duties in connection with the work and administration of the Department as Library Administration may assign to him/her and as are consistent with his/her status as a member of the bargaining unit.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Extensive knowledge and understanding of academic library operations that relate to access to facilities and collections. A strong service orientation.

2. Thorough knowledge of University teaching and research programs in terms of their requirements for access to teaching and research resources.
3. Demonstrated interest in innovative use of technologies for provision of access services. Familiarity with circulation/reserves modules of an integrated library system.

4. Knowledge of copyright and its impact on library services, particularly the reserves and inter-library loan functions.

5. Ability to engage effectively in planning, problem solving, and goal setting.

6. Strong leadership and team-building skills in order to manage, motivate, and develop the staff of a major library department in an effective, productive, and positive manner.

7. Experience and/or knowledge of library consortia approaches to service delivery.

8. Excellent oral and written communication skills

QUALIFICATIONS:

1. **Education:** Undergraduate degree, plus a Master’s degree in Library and Information Science from an accredited library school or equivalent.

2. **Experience:** At least 5 years of progressively responsible library experience, preferably in an academic setting, of which at least 3 are in a supervisory or administrative capacity in a unionized environment.