University of Ottawa Library
Head, User Engagement - 201650
Replacement Librarian (August 2018 – July 2019)

Responsibilities: The University of Ottawa Library seeks an innovative, motivated, and service-oriented Librarian to fill the position of Head, User Engagement. The successful candidate will be a creative individual who works well with colleagues in a challenging and changing environment.

Setting: Located in the heart of the National Capital, the University of Ottawa is recognized as one of Canada’s leading teaching and research institutions. With 1,200 regular faculty and 40,000 students enrolled in over 360 programs, the University of Ottawa offers a broad spectrum of high quality programs in both English and French. For more information, see: http://www.uottawa.ca.

Description: Reporting to the Associate University Librarian, Learning and User Services, the Head, User Engagement is responsible for both managerial and functional activities that take place within their department.

The Head, User Engagement leads and supervises a team responsible for providing responsive, high quality, in-person and virtual services that facilitate the discovery, access, and use of Library resources. The incumbent ensures a seamless, efficient, and consistent experience for users at all points of contact. The incumbent works in close collaboration with the Library’s Research Services division to establish effective referral mechanisms, as needed. The Head develops and monitors policies, procedures, and practices accordingly. Within their division, the Head also works closely with members of the Design and Outreach department to develop and implement service plans. The Head manages public spaces throughout the Library and works closely with the Library Administration Unit to ensure that all public spaces are welcoming, accessible, and meet user needs. The Head is the lead on managing relationships with other services that have a presence in Library spaces.

The Head is a member of the Management Team and works collectively with other members to:

- Provide input on strategic planning processes and operationalize strategic plans.
- Collaborate with other Management Team members to meet Library-wide objectives and coordinate cross-departmental workflows.
- Develop and recommend creative solutions through policy changes, resource allocation, and new initiatives.
- Interpret and communicate Library direction, decisions, and impacts as appropriate.
- Explore new ways of achieving the Library's goals by, for example, challenging legacy practices.

Essential qualifications:

1. A Master’s degree in Library and Information Studies (MLIS) from an ALA accredited institution or equivalent.
2. At least 5 years of professional experience, or fewer if the experience is particularly pertinent to the position.
3. Effective oral and written communication skills in both French and English.
4. Experience in human resources management and administration.
5. At least 2 years of supervisory experience, managing, motivating, and leading teams of library staff.
6. Excellent interpersonal and communication skills paired with a strong service orientation.
7. Knowledge of current issues and opportunities in library user services.
8. Ability to translate assessment outcomes into evidence-based service improvements.
9. Ability to establish and maintain relationships with internal and external stakeholders,
10. Highly collaborative, flexible, and collegial, with the ability to work in a team environment.
11. Experience planning and implementing innovative projects and services that respond to user needs.
12. Ability to engage, empower, and motivate, with a demonstrated ability to develop and implement effective change management strategies.

Rank and salary will be commensurate with qualifications and experience.

This position is part of the Bargaining Unit (Faculty, Librarians, Counsellors, Language Teachers).

Applications, accompanied by an up-to-date curriculum vitae, should be submitted no later than August 17, 2018 by 5 pm.

Joan Cavanagh
Interim University Librarian
University of Ottawa Library
65 University Private
Ottawa, ON K1N 6N5
Email: biblio@uottawa.ca

The University of Ottawa Library thanks all those who apply. Only those candidates selected for an interview will be contacted.

All qualified candidates are invited to apply; however, priority will be given to Canadian citizens and permanent residents. The University of Ottawa is an equal opportunity employer. We strongly encourage applications from women, Indigenous peoples, persons with disabilities and members of visible minorities. If you are invited to continue the selection process, please notify us of any particular adaptive measures you might require by contacting the Office of the Associate Vice-President, Faculty Affairs at 613-562-5958. Any information you send us will be handled respectfully and in complete confidence.
JOB DESCRIPTION
Position Title: Head, User Engagement
Titre : Chef, Engagement de l'utilisateur

Position Number: 201650
Library Division: Learning and User Services
Reports to Position No.: 201642

GENERAL STATEMENT OF RESPONSIBILITY

Reporting to the Associate University Librarian (AUL), Learning and User Services, the Head, User Engagement is responsible for both managerial and functional activities that take place within their department. In addition to these responsibilities, the incumbent is a member of the Library Management Team. The Head is responsible for building and maintaining relationships within and between divisions. The Head also ensures Library representation on appropriate internal and external bodies and in key library associations.

The Head leads and supervises a team responsible for providing responsive, high quality, in-person and virtual services that facilitate the discovery, access, and use of Library resources. The incumbent ensures a seamless, efficient, and consistent experience for users at all points of contact. The incumbent works in close collaboration with the Research Services division to establish effective referral mechanisms, as needed. The Head develops and monitors policies, procedures, and practices accordingly. Within their division, the Head also works closely with members of the Design and Outreach department to develop and implement service plans. The Head manages public spaces throughout the Library and works closely with the Library Administration Unit to ensure that all public spaces are welcoming, accessible, and meet user needs. The Head is the lead on managing relationships with other services that have a presence in Library spaces.

MANAGEMENT ROLES AND RESPONSIBILITIES

All members of the Library Management Team (LMT) work collectively to:
- Provide input to the AULs on strategic planning processes and operationalize strategic plans.
- Collaborate with other LMT members to meet Library-wide objectives and coordinate cross-departmental workflows to avoid gaps and overlaps.
- Develop and recommend creative solutions through policy changes, resource allocation, and new initiatives.
- Interpret and communicate Library direction, decisions, and impacts as appropriate.
- Explore new ways of achieving the Library's goals by, for example, challenging legacy practices.

Each member of the Library Management Team:
- Performs ongoing evaluation and improvement of services.
- Reports on the performance and activities of their department.
- Designs efficient and effective workflows, processes, and policies within their department and division, and across divisions to achieve goals and objectives.
- Performs human resources management functions for their department.
- Manages allocated financial and physical resources.
- Communicates and collaborates with appropriate internal and external services and communities.
- Promotes the Library to the relevant internal and external communities.
- Undertakes special projects or initiatives as assigned.
FUNCTIONAL ROLES AND RESPONSIBILITIES

1. Stay current on best practices in library user services.
2. Maintain current awareness of and apply relevant developments in area(s) of expertise, including exploring and applying relevant technologies.
3. Contribute to the development and implementation of innovative approaches to user-centred service delivery.
4. Resolve complex user concerns or inquiries.
5. Ensure the accurate and timely collection of user services data to analyze service trends and support recommendations for service development.
6. Work collaboratively with the Library Administration division to ensure that the Library’s public spaces are clean, safe, and accessible.

ESSENTIAL QUALIFICATIONS

1. A Master's degree in Library and Information Studies (MLIS) from an ALA accredited institution or equivalent.
2. At least 5 years of professional experience, or fewer if the experience is particularly pertinent to the position.
3. Effective oral and written communication skills in both French and English.
4. Experience in human resources management and administration.
5. At least 2 years of supervisory experience, managing, motivating, and leading teams of library staff.
6. Excellent interpersonal and communication skills paired with a strong service orientation.
7. Knowledge of current issues and opportunities in library user services.
8. Ability to translate assessment outcomes into evidence-based service improvements.
9. Ability to establish and maintain relationships with internal and external stakeholders.
10. Highly collaborative, flexible, and collegial, with the ability to work in a team environment.
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INVENTORY NUMBER: 201650

_____________________________________________      Date:   _________________
Incumbent

_____________________________________________      Date:   _________________
Associate University Librarian – Learning and User Services

_____________________________________________      Date:   _________________
University Librarian