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| Position Title: | Head of User Services |
| Administrative Unit: | Jean-Léon Allie Library and Archives |
| Immediate Supervisor: | Chief Librarian |
| Work Schedule: | 35 hours per week |
| Salary scale: | \$60,825 - \$81,595 |

Saint Paul University (1848) is the founding college of the University of Ottawa, with which it has been federated since 1965. Bilingual and on a human scale, it has nearly 1,000 students; it offers social communication programs, counselling and psychotherapy, canon law, public ethics, conflict studies, philosophy, theology and human relations. Saint Paul University offers a work environment conducive to professional development and competitive benefits.

POSITION DESCRIPTION

SUMMARY OF DUTIES

Reporting to the Chief Librarian, the incumbent is responsible for planning, organizing, implementing and evaluating the services offered to users by the Library; including undergraduate students, graduate students, researchers and professors. This includes activities related to all levels and areas of reference services, to the management of the Service Desk, to information literacy and orientation, and to outreach activities. The incumbent is also responsible for liaising with faculty and offering information literacy sessions for programs such as Social Communications, Philosophy and Public Ethics, and Social Innovation.

The Head of User Services supervises Service Desk staff members: two full-time and several part-time positions.

DETAILS OF FUNCTIONS

1. Main activities (80 %)

- Support programs such as Social Communications, Philosophy and Public Ethics, and Social Innovation by developing online content (training videos, research guides etc.), offering information literacy sessions and liaising with Faculty
- Design, develop and deliver course content (including HTP library workshops) and advanced information literacy sessions
- Using a variety of materials and techniques, develops and delivers educational programs to teach effective information search and retrieval skills and resources to students.
- Provides advanced reference services to library clientele in accordance with established policies.
- Manages and supports the online reference chat initiative through Scholar's Portal, including offering online reference assistance, creating a schedule and evaluating the service.
- Responsible for the Library Service Desk. Plans, organizes and manages matters such as:

- ensuring the information and workflow management for all services offered at the desk (e.g., reserves, reference, circulation, interlibrary loan, etc.);
- monitoring, recommending changes to, and implementing policies/procedures;
- identifying and resolving problems related to Library space and equipment.
- Plans, implements, and evaluates user services initiatives. In developing user services, works closely with the person(s) responsible for related services.
- Responds to special requests relating to operations, procedures, regulations and work methods.
- Develops the referencing activities offered by the Service Desk, based on accepted principles and in accordance with standard procedures and work methods for referencing activities in an academic library. Keeps Library reference personnel cognizant of new information sources and tools, and their use.
- Provides Scholarly Communications support to Faculty and Students.
- Plans and coordinates the development, design, updating and ongoing evaluation of the Library web pages in accordance with SPU standards.
- Coordinates the marketing and communications activities for the library
- Participates in outreach activities to assist in encouraging students to use the Library services, collections and spaces. Acts as a resource person to Recruitment and Communications Services and the Office of Admissions and Student Services in all matters pertaining to promotion.

2. Administration (15 %)

- Supervises library service desk full-time staff (2) and contract employees or students. Following University guidelines, recommends the hiring, the promotion and the disciplinary measures of employees in his/her section. Develops, writes and maintains employee training plans and manuals.
- Reports on operations by preparing a regular report for the Chief Librarian and analyzing reference and other statistics.
- Participates in the preparation of the Library annual budget and in strategic planning.

3. Other (5 %)

- Drafts (in both official languages) all correspondence relating to the responsibilities of this position.
- Performs other related duties as requested by his/her supervisors.
- Responsible for own professional development.

KNOWLEDGE AND EXPERIENCE

- Master's degree in library science (MLS) from an ALA-accredited institution.
- Two to four years of relevant experience, less if experience is particularly pertinent.
- Experience in planning, organization and coordination of services.
- Experience in developing and delivering information literacy sessions.
- Experience in supervising and training a team while exercising flexible leadership.

ESSENTIAL QUALIFICATIONS

- Knowledge of and experience with print and electronic products and information technologies relevant to libraries (e.g., LibGuides, databases, discovery layers). Knowledge of and experience with current and emerging technology is an asset.
- Pertinent knowledge of and experience in the areas of reference services and teaching, and ability and willingness to learn new technologies and instruct others on how to use them.
- Experience in using software for website maintenance and citation management.

- Experience in providing customer service as a resource person. Ability to quickly solve problems related to desk research and public complaints.
- Excellent communication and interpersonal skills, including ability to work effectively in a team environment.
- Bilingual (English and French), spoken and written, including the ability to teach in both official languages. Ability to communicate in French and English with a diverse audience, with clarity, tact and self-control.

We thank all applicants for their interest in this position. We will be contacting only those candidates who have been chosen for the next step of the selection process.

We are committed to ensure employment equity and we encourage the participation of all Canadians. If your application is successful and you think you need accommodation during the selection process, please notify us. Your personal information is protected under the provisions of the Privacy Act.

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