



POSITION DESCRIPTION

POSITION: Manager, Library Resources

DEPARTMENT: Library Resources

JOB NUMBER: 987366

DIVISION/FACULTY: DATE REVISED: March 2022

ORGANIZATIONAL STRUCTURE

This role provides leadership and supervision to BCGEU support staff positions for the Library and the University Librarian's Office. Reporting directly to this position are the Library Supervisors, the Coordinator of Library Technical Services, and the division's Administrative Assistant.

This role reports to the University Librarian.

PRIMARY FUNCTION

The Manager of Library Resources works closely with the University Librarian to provide strategic administrative leadership for Library Resources. They are accountable for the implementation and oversight of management, financial and human resources systems and controls to ensure Library operations are effective and efficient and meet the needs of the division.

They provide leadership and direction to Library Supervisors, the Coordinator of Library Technical Services, the division's Administrative Assistant, regular and auxiliary Library support staff, and student assistants. The Manager leads and coordinates activities associated with selection, orientation, and performance management of division staff. They ensure that resources are utilized appropriately, financial information is reliable, applicable policies and procedures are adhered to, and exemplary levels of customer service are provided to students, faculty and other stakeholders.

The Manager leads and manages processes associated with the planning and implementation of a variety of initiatives, collaborating with the University Librarian to foster positive and effective working relationships within the Library and the University community, as well as with external institutions.

The Manager of Library Resources is responsible for overseeing daily operations for the University Librarian's Office, ensuring effective scheduling, resourcing and management of the division's services and administrative office, designing, implementing and monitoring office systems and controls to provide effective and efficient division administrative operations. They further ensure that systems are in place for collection, retention and storage of personal information for Kwantlen Polytechnic University that are in compliance with BC Freedom of Information and Protection of Privacy Act requirements.

The Manager provides direction to faculty and staff and advice to the University Librarian for matters relating to policy, systems, procedures, budget and collective agreement interpretation.

KEY RESPONSIBILITIES

1. Acts as the primary contact for HR, including personnel management and medical leaves for faculty and staff. Oversees human resources processes and staff promotion. Handles employee off-boarding clearance and ensures the return of division-assigned assets.

2. Provides leadership, supervision and direction to BCGEU supervisors and staff. Monitors and assesses performance and employs strategies such as feedback, coaching and mentoring as appropriate to enhance performance. Conducts performance reviews for direct reports and signs off on performance reviews completed by Library Supervisors and the Coordinator of Library Technical Services. Ensures professional development activities are encouraged. Approves staff vacations and other leaves.
3. Responsible for the recruitment and selection process for staff members. Ensures the provision of orientation.
4. Assists the University Librarian in the faculty recruitment and hiring process. Ensures collective agreements, institutional and divisional policies and procedures are adhered to, and serves as a resource for matters relating to policy, procedures and governance for the University Librarian.
5. Supervises and provides leadership to staff through guiding and modeling key behaviours/strategies, encouraging dialogue, and providing advice to facilitate the resolution of conflict and work issues. Assists staff to define shared and individual goals, meet target dates and ensure alignment of team goals.
6. Represents management in the BCGEU grievance process and student and employee complaint resolution and provides input for collective bargaining.
7. Liaises with Human Resource Services, Finance and Payroll to resolve faculty and staff issues and makes recommendations to the University Librarian.
8. Ensures the tracking of faculty vacation time, professional development, absences, releases, faculty temporary appointments and regularizations in accordance with collective agreement requirements. Ensures faculty workloads/contracts are established and maintained and replacement coverage is organized.
9. Provides support for the University Librarian in the faculty evaluation process.
10. Administers and coordinates divisional recognition/appreciation and professional development activities.
11. Acts as the primary contact for Finance to ensure that accounting methodology, policies and procedures are well understood across the division and that procedures are followed for all financial transactions.
12. Leads and oversees annual operating and capital budget development, analysis and reporting as well as current and long-range planning.
13. Approves operational and capital budget purchase requisitions.
14. Reviews and monitors departmental budgets. Compiles and reports financial information for the University Librarian.
15. Disseminates budget information from Payroll and Finance across the division. Responds to budget queries; liaises with Purchasing, Human Resource Services and Payroll, and oversees the correction of submission errors. Monitors expenditures against fund availability and informs the University Librarian of impending or existing irregularities and problems.
16. Approves timesheets, purchase requisitions, expense reports, purchasing card statements, and professional development requests.

17. Works closely with the University Librarian in administrative leadership and oversight of the Division.
18. Oversees the day to day operations of the University Librarian's Office. Designs, implements and monitors office systems and controls to provide effective and efficient division administrative operations.
19. Provides leadership for reorganization and restructuring initiatives. Makes recommendations to the University Librarian and develops implementation plans.
20. Provides support to the University Librarian in setting priorities and analyzing changes, and drives related processes. Develops strategic goals, measurable objectives and evaluation methods to ensure services align to academic programs and university needs.
21. Develops reports for the University Librarian. Analyzes and interprets data and makes recommendations to the University Librarian. Works with Banner and other data sources as part of the research and reporting process.
22. Ensures prudent resource allocation; proposes and implements service enhancements and supports service development and evaluation.
23. Investigates problems and recommends solutions for the University Librarian.
24. Ensures adequate office staffing and resource allocation for the division, including scheduling. Directs customer service standards for the office and service personnel.
25. Coordinates, manages, and interprets information regarding division performance, statistics and accountability issues. In collaboration with the University Librarian provides information or advice to employees, students, senior administration, Ministry officials and the public and ensures the dissemination of relevant information.
26. Responsible for statistical reporting for external provincial, federal and other library data collection.
27. Represents the Division and liaises with other University departments and external agencies/educational institutions on matters related to divisional operations.
28. Serves on University and Library committees and work groups.
29. Assumes additional responsibilities and duties as assigned by the University Librarian.

EDUCATION & EXPERIENCE

- Bachelor's degree (Master's preferred) and five to ten years of recent educational administrative experience in a relevant discipline with increasing levels of responsibility.
- Or an equivalent combination of education and experience.

QUALIFICATIONS

- Ability to work and understand in an academic environment.
- Demonstrated ability to work effectively in a unionized environment including experience working with collective agreements.

- Knowledge of standard computer applications such as word processing, spreadsheets and databases. Sound understanding of strategic concepts and policies and processes that contribute to a quality educational experience.
- Experience recruiting, supervising and managing performance of staff.
- Complex budget management experience.
- Ability to communicate patiently and effectively with a diverse range of people and situations, develop collegial relationships and maintain effective working relationships with administration, faculty, and staff. Demonstrated ability to exercise tact and diplomacy as well as conflict resolution skills.
- Detail-oriented with demonstrated ability to analyze, interpret and organize information accurately in a timely manner, including problem solving and needs analysis.
- Ability to provide leadership and direction with effective supervisory skills, analyze situations and develop effective solutions.
- Excellent organizational skills, including the ability to coordinate activities, evaluate data, set priorities and meet deadlines. Ability to plan and manage multiple projects in a rapidly changing environment.
- Ability to work independently, exercise sound judgment, make effective decisions and demonstrate initiative.
- Ability to think innovatively and creatively in planning and developing a fresh approach to existing or new activities.
- Excellent communication skills, both written and oral.
- Intercampus travel is required.