

## ***JOB DESCRIPTION***

**Position Title:** Head of Support Services **P004-19**  
**Dept/Branch:** Support Services  
**Reports to:** Director of Public Services, Customer Experience  
**Position Supervises directly or indirectly** Cataloguing, Processing and Allocations

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### **I. POSITION SUMMARY**

The Head of Support Services oversees the centralized support services at Okanagan Regional Library including cataloguing, processing and allocation of all library materials. This position works closely with the Head of Collection Development to ensure an efficient flow of materials through the entire process from acquisition to allocations. This position is responsible for the development, implementation and evaluation of processes and procedures.

This position has an advisory role to the Sr. Management team in the development of policies and is responsible for collecting, analysing and reporting data from our ILS databases, websites and external sources. The incumbent must be proficient in cataloguing standards and processes; negotiation and vendor relations; and data collection and analysis. The incumbent must demonstrate excellent communication and interpersonal skills, and have a demonstrated ability to work as part of a team.

The incumbent will provide leadership and expertise to the Support Services Department. This includes, but is not limited to, hiring, training, coaching, performance management, and change management. The Head of Support Services also works with the IT department to manage and make decisions about the ILS.

### **II. ACCOUNTABILITIES**

#### **1. Operations:**

##### **a. Workflow Management**

- Provides oversight to Support Services with the goal of enhancing customer experience.
- Manages Support Services Departments: Cataloguing, Processing and Allocations, so that all tasks are performed in a timely manner and work flow is maximized.
- Maintains knowledge of current trends and developments in library support services; makes recommendations for improving local practice.
- Assists in researching and identifying best practices for Support Services with a customer service focus including.
- Recommends new or revised procedures to enhance cataloguing, classification, materials processing and bibliographic and authority database management; develops, implements, and documents approved changes.
- Implements procedures, as approved, to optimize use of our ILS, available data, and new and emerging technologies.
- Under the guidance of the Director of Public Services, liaises with the Chief Technology Officer and IT Staff, to resolve issues related to the ILS and collection management tools, and to establish measurement tools and statistics required for decision making.

**b. Vendor Relations**

- Works with library vendors providing bibliographic data and processed materials to ensure materials and data fits the needs of ORL.

**c. Supervision**

- Sets performance expectations and monitors completion of objectives for assigned areas of responsibility.
- Manages the performance of direct reports, and coaches subordinate supervisors in the areas of staff supervision, attendance management, and performance development.
- Provides direct oversight, leadership, and guidance to the cataloguing staff. Maintains a thorough knowledge and understanding of the work performed by unit staff and provides advice on the more complex aspects of the work.

**2. Leadership**

Supervises approximately 15 staff either directly or indirectly.

- Leads the Support Services team in the efficient and effective management of ORL collections in the service of our library customers.
- Responsible for positively implementing organizational initiatives including developing goals and objectives, policies, procedures and services, using the library's strategic plan as a guide.
- Fosters a supportive and collaborative working environment across units in the Support Services Department to enable agile adjustments to workflow as needed.
- Accountable for the recruitment, training, evaluation, and performance management of direct reports in accordance with the ORL Policies, HR guidelines and Collective Agreements.

**IV. RELATIONSHIPS**

**Staff Supervised**

Direct:

System Materials Handling Coordinator  
Library Technician  
Cataloguers

Indirect:

Processing Clerks  
Allocations Clerks

**Supervisor**

Direct:

Director of Public Services, Customer Experience

Advisory:

CEO; Director of Human Resources; Chief Technology Officer; Director of Public Services, Partnerships and Programs

**Other**

Works closely and collaboratively with the Head of Collection Development. Frequent contact with ORL staff, vendors, and other library systems as needed.

**V. WORKING ENVIRONMENT**

Works in an office environment. Travels to branches and meeting sites as required.

**VI. JOB SPECIFICATION**

**1. Education**

Master’s Degree in Library and Library Sciences required.

**2. Related Experience**

Minimum of four years’ experience in positions of increasing complexity and supervisory responsibility. At least one year in a supervisory capacity with demonstrated leadership and supervisory skills.

**3. Other Requirements**

- Principles and practices of leadership, supervision, organizational development, and change management
- Initiative, problems solving skills and excellent judgement
- Excellent productivity and efficiency with a high level of attention to detail, and dedication to producing timely, useful and accurate data
- Experience working with integrated library systems (ORL uses Polaris)
- In-depth knowledge of descriptive cataloguing and classification, including RDA, AACR2, MARC21, authority records management, Dewey classification and Library of Congress subject headings
- Thorough knowledge of current trends and industry best practices in areas of responsibility
- Excellent communication skills both oral and written
- Demonstrated record of achieving strategic outcomes in a timely manner

**Drafted by:**

Carla Phillips, Director of Human Resources \_\_\_\_\_

Date: \_\_\_\_\_  
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**Approved by:**

Don Nettleton, Chief Executive Officer \_\_\_\_\_

Date: \_\_\_\_\_  
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**INPUT PROVIDED BY:**

Name	Position	Location
Christine McPhee	Director of Public Services	HQ