

York University

Job Posting — Confidential, Professional & Managerial Employees (CPM)

Job Title: Manager, Library Access Services
Reports To: Associate Dean, Teaching and Learning
Faculty / Dept.: York University Libraries

Salary Grade: E
Job Code: 950262

Job Overview

Reporting to the Associate Dean for Teaching & Learning, the Manager, Access Services role manages access services across Library branches, including Resource Sharing, Course Reserves & Reading Lists, and Accessibility Services.

The role coordinates circulation services across library branches ensuring best practices and adopting principles of User Experience and Universal Design. The role is accountable for the effective, professional, and responsive provision of client centered services and Library management support.

The role works in close partnership with academic and administrative leaders to determine operational priorities and manages daily activities of Library staff. The role leads and maintains an effective collaborative performance culture. Develops an inclusive work environment that drives respect, facilitates innovation, encourages creativity, and drives outcomes. The role is aligned to the vision, mission, values, and strategic direction of the University and supports York's commitment to sustainability, equity, diversity and inclusion.

Key Responsibilities

- Responsible for operational management of the department and assigned units. Leads administrative staff in the provision of responsive, timely and accurate client-centred services, while ensuring a balance of work volume across the team.
- Works to proactively resolve issues. Proposes strategies for resolving issues and minimizing impacts. Handles escalated queries and provides guidance to staff.
- Oversees the application and appeal of fines, suspension of library accounts, and graduation sanctions.
- Manages operations for the circulation module of the integrated library system used by York University Libraries, the Law Library, select campus resources centres, and resource sharing partners. Manages the production of library notices, the loading of patron records, and generating system reports.
- Manages course reserve requests, the use of high demand materials, and ensures currency of reserve materials.
- Manages services to individuals requiring materials in alternate formats while ensuring compliance with the Accessibility for Ontarians with Disabilities Act (AODA), copyright act and fair dealing provisions.
- Liaises with faculty on accessibility services and course reserves.
- Manages the operation of the Adaptive Equipment Lab and associated technologies and equipment.

- Liaises with York offices relevant to access services, such as Student Accessibility Services (SAS), AODA Office, the Copyright Office, and the Employee Well-Being Office, to coordinate services and develop policies and procedures.
- Manages staff recruitment, staff training, professional development, and performance.
- Responsible for compliance of department and university policies. Advises and/or communicates changes to legislation, relevant operational and University policies, and procedures, such as equity, diversity and inclusion, and health and safety.
- Leads continuous improvement initiatives, including review and improvement of business practices, operational processes, and service provision.
- Monitors and reviews the planning, management, and control of expenditures to ensure financial accountability in the assigned units.
- Supports leadership with academic and administrative planning and develops resource and workforce plans to support annual budget preparation.
- Exercises budgetary responsibility and oversees financial administration processes within area of responsibility as applicable.
- Compiles and develops statistics and reporting to support informed decision making.

Required Qualifications

Minimum Education, Training & Credentials

- Bachelors degree in relevant discipline.
- Note: Role requires verification of degree(s)/credential(s)

Minimum Experience

- 4 years related experience.
- 2 years of management/ supervisory experience in a customer service focused environment.
- Budget planning and forecasting experience.
- Experience providing support to persons with disabilities in a post-secondary environment.
- Experience with large software applications such as procurement, electronic scheduling, integrated library, records management and/or human resource systems.

Knowledge

- Knowledge of Library operations management.
- Effective knowledge of Canadian copyright processes and legislation
- Knowledge of workforce planning, budgeting and financial management, process improvement and change management.
- Working knowledge of managing in a unionized environment and applying a collective agreement.
- Working knowledge of how to provide support to individuals with disabilities in a post-secondary environment.

- Effective knowledge of AODA. Effective knowledge and demonstrated understanding of providing accommodation and customer service to persons with disabilities.
- Working knowledge of assistive technologies (Kurzweil 3000, Kurzweil 1000, Dragon Naturally Speaking, IBM Via Voice, TextHelp, Inspiration, Jaws, ZoomText, Windows Accessibility tools).

Skills

- Proficient with Microsoft Office applications, including Word, Excel, Power Point, and Outlook.
- Ability to provide effective service to the community and deal courteously and effectively with others at all levels.
- Effective problem identification and conflict resolution skills.
- Ability to foster an environment of trust, support and accountability while modelling respect for employees.
- Ability to develop and/or lead cohesive teams and manage performance and productivity.
- Effective planning and organizational skills with ability to prioritize workload and meet timelines.
- Able to adapt to change, new ideas and practices.

Summary of Work Environment

Works in a typical office environment.