

Job Description



1. Job Details:

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| Job Title: | Manager, Reference Services | Reports to: | Director, Research and Learning Services |
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2. Job Purpose:

To manage the reference services and core public services for Adults in the Sciences, Social Sciences and Humanities. The position is critical to providing excellent service and timely access to a wide range of information resources

3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

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|--|--------------|------------------------|----|---------------------------|---|
| Annual Operating Budget/Project Budget/Sales Revenue: | Not provided | | | | |
| Number of Staff Supervised: | 26 | Direct Reports: | 19 | Contractor/Others: | 7 |

4. Key Result Areas:

KEY RESULT AREAS

- Oversee and facilitate objective setting; strategic planning; evaluation for the activities of the Sciences, Social Sciences and Humanities units within Research and Learning; and the development of policies & procedures – including evaluations of staff performance, departmental reference services, liaison activities, etc.
- Ensure that best practices and professional guidelines and standards are followed to achieve high levels of customer service and satisfaction in an effective and innovative manner.
- Support the departmental staff selection process, including selecting candidates, conducting interviews, and making hiring recommendations
- Recommend, lead, supervise, and evaluate departmental staff, which may include Graduate Trainees, Interns, full and part-time staff members, and volunteers
- Ensure effective departmental participation in reference and readers' advisory services through the Qatar Reference Service
- Lead information literacy and learning activities, such as programs, classes, and individual consultations, and ensure that activities meet the needs of Library customers
- Lead promotional activities, such as library displays, postings on social media, etc., to promote library services to researchers, the Education community, and the general public
- Participate in the development of multilingual physical and virtual collections in the Sciences, Social Sciences and Humanities to meet the needs of diverse users. In close collaboration with Manger of Collection Development.
- Provide direction and mentoring for the research process to ensure that a wide range of activities capture the behaviors of QNL users to inform the development of services and collections.
- Supervise the active interaction with faculty, researchers, students and the general public to determine user needs in order to be able to respond to them
- Ensure that displays highlight and meaningfully interpret collections and services
- Keep abreast of best practices in teaching methods and technologies in order to facilitate active learning, critical thinking, and learner collaboration
- Serve on designated committees throughout the library, QF and the wider community as needed
- Participate in outreach programs to support research, education and community needs
- Contribute to the profession by publishing, presenting, and / or participating in professional organizations
- Keep abreast of developments, trends and issues in all areas of responsibility
- Other tasks as assigned

5. Operating Environment, Framework & Boundaries:

Manager, Reference Services

Work is in a multicultural office and library environment. Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements.

6. Communications and Working Relationships:

- Supervisor – regular contact to provide project updates and receive guidance and approvals
- Department Heads – regular contact to receive information regarding work progress and to provide guidance and approvals
- Library IT staff – frequent contact on hardware, software, website, connectivity, digitization projects and technology issues, needs, and planning, particularly as concerns the Web portal
- Technical Services staff – regular contact on fund accounting, acquisitions and cataloguing
- Administration and Planning staff – regular contact on communications and financial reporting
- Library partners – contact as needed on integration of information literacy skills, collection needs, and reference services
- Faculty, researchers, educators, students and general public – frequent contact on user needs

7. Problem Solving & Complexity:

- Evaluates different options when solving problems
- Refrains from drawing conclusions in the absence of clear evidence, takes time to collect facts before developing a solution
- Considers the medium term as well as immediate short-term impact of outcomes and actions
- Demonstrates an awareness of the impact of preferred solution on other projects/ related problems

8. Decision-Making Authority & Responsibility:

- Accepts responsibility / accountability for own decisions and explains the rationale
- Reviews available information in conjunction with interested parties and arrives at decisions by consensus judging degree of consultation needed to ensure commitment
- Remains calm and resourceful when making difficult decisions, basing them on facts
- Ensures decisions are taken by self and group after reviewing available information while exhibiting reasonable foresight

9. Minimum Knowledge, Skills & Experience:

- Master's degree in Library or Information Science accredited by the American Library Association or foreign equivalent. An additional degree in one of the areas of responsibility preferred
- 8 years of professional library experience in an academic, research or metropolitan public library
- Strong interpersonal communication and presentation skills in both oral and written English and Arabic, with the ability to articulate ideas clearly and concisely. Native speakers of Arabic are required to have high IELTS or TOEFL scores.
- Proficiency in MS Office applications

10. Approvals:

Statements in this Job Description are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.

Approved:

Dr. Schair Hastawiy

Signature:



Date:

15/1/18