Job Description

Job Title:	Head, Digital Initiatives
Department:	Library
Reports To:	Associate University Librarian, Collections, Technology, and Scholarly Communication (AUL, CTSC)
Jobs Reporting:	Digital Repositories Librarian, Library Assessment and Reporting Analyst, Senior Systems Administrator and Analyst, Library Information Technology Specialist/Developer
Salary Grade:	USG 14
Effective Date:	December 2021

Primary Purpose

The University of Waterloo library is the campus's partner in learning, research and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Head, Digital Initiatives is responsible for the collaborative development of strategies, planning, implementation and support of projects to advance the creation, integration and use of web-based services that support discovery and access, digital curation and preservation, scholarly communication, digital scholarship and business analytics. The Head leads a team including web developers and analysts, systems administration, a digital repositories librarian and a library assessment and reporting analyst. The department provides support and administration of key enterprise library applications.

The Head, Digital Initiatives works closely with other library department heads, Library Executive, committees and teams to advance the library's strategic objectives and works collaboratively to lead the department of Digital Initiatives.

Key Accountabilities

Leadership and strategic direction
- Provides leadership and sets strategic direction for Digital Initiatives and serves as a resource to the Library Executive, other department heads and committees
- Develops, articulates and leads departmental goals in support of the Library's strategic plan, which may include leading library-wide projects
- Collaborates with the library executive and other department heads to develop and advance strategy and policies, set future direction and resolve issues
- Contributes to and leads organizational change; directs, models and empowers staff responsiveness to change, new directions and campus opportunities
- Collaborates, plans and integrates equity, diversity, inclusion and accessibility (EDIA) principles into library services and processes

- Uses evidence-based, critical thinking and takes a library-wide perspective to decision making

Team management

- Creates an environment where team members work individually and collaboratively to achieve goals
- Hires, manages and evaluates department staff through guidance, direction-setting, coaching and performance improvement
- Create opportunities for cross-library collaboration and key university partners
- Manages or provides input on operational and/or casual staff budgets

Development and administration of web and digital services

- Leads the creation and articulation of an evolving digital initiatives environment in alignment with the Library mission and Library strategic directions with ongoing input from throughout the Library and key stakeholders across campus
- Leads library-wide digital projects, expedites their completion and creates documentation for project-related activities using standard project management tools and techniques
- Works with other Library and University staff to develop digitization, digital asset and data management strategies, policies, standards and procedures that support discovery, access, management, storage and preservation of the Library's digital assets and resources
- Provides forward-looking operational leadership for the Library's web presence, its web team, and the library's cross-departmental web committee
- Provides proactive leadership and oversight for library assessment and reporting functions within the department
- Works closely with the Associate University Librarians (AULs) to understand and respond effectively to the content and service needs for the web

Technology and infrastructure

- Provides proactive leadership and oversight for the Library's locally developed and hosted web and digital services, including lifecycle management and documentation
- Provides proactive leadership and oversight on workflow improvements and system integrations
- Provides proactive leadership on accessibility, usability and information architecture
- Works with the Head, Information Technology and Facilities Services to develop, review and recommend production and test computing environments and plans to meet library and departmental needs

Collaboration and partnership

- Ensures effective communication channels and working relationships across the Library and with key partners
- Serves on University and external committees, fostering collaboration, information sharing, partnership and expertise across campus and the broader academic community
- Explores potential partnerships with researchers on grants with a digital scholarship component
- Works with colleagues at provincial and national organizations (such as Tri-University Group of Libraries (TUG), Ontario Council of University Libraries (OCUL), Canadian Research Knowledge Network (CRKN), Canadian Association of Research Libraries (CARL) and Association of Research Libraries (ARL) member institutions) on collaborative ventures
- Collaborates with internal and external partners to translate trends in digital scholarship, scholarly communications and web services in research libraries and higher education into programs/services

All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

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Required Qualifications

Education
- ALA-accredited MLS/MLIS degree, or equivalent credentials and experience

Experience
- Demonstrated progressive responsibility and experience in leadership and management with a proven track record of achievement and success within a progressive organization; asset: experience in an academic library or higher education environment
- Experience with strategic planning and priority setting, aligning department with organization goals
- Proven experience leading and managing dynamic teams including staff development and coaching
- Demonstrated experience with effective change management, planning and implementation
- Previous experience using metrics to evaluate projects and inform decision-making
- Demonstrated commitment to promoting and sustaining EDIA

Knowledge/Skills/Abilities
- Demonstrated knowledge of current information technology standards and developments in libraries and higher education
- Knowledge and understanding of emergent and best practices, standards, issues and trends relating to web technologies and digital initiatives in the library environment
- Knowledge of web information architecture and usability best practices
- Knowledge and understanding of library enterprise applications such as integrated library systems, discovery systems and electronic resource management systems
- Knowledge of the principles and practices for digital preservation
- Familiarity with data and metadata standards prevalent in libraries
- Familiarity with scholarly communication and publishing, including research data curation and management in academic libraries
- Excellent communication and interpersonal skills; ability to present and share ideas clearly and effectively; build consensus and use leadership intelligence to navigate complex issues
- Commitment to fostering positive working relationships and building partnerships
- Demonstrated analytical and problem-solving skills
- Ability to lead cross-team projects and initiatives
- Proven ability to take initiative and be both creative and flexible
- Asset: knowledge of business intelligence and analytics packages and their use in libraries

Nature and Scope
- **Contacts:** Internally, communicates with library employees at all levels to gather ideas, articulate, update and inform services and projects they are leading or accountable for. Externally, communicates frequently with users on library services, campus and consortia partners to build relationships and execute work.
- **Level of Responsibility:** Accountable for the overall results of the Digital Initiatives department and committees they lead. The Head, Digital Initiatives serves a critical role in developing and overseeing responsive, equitable and accessible approaches to digital initiatives, ensuring strategic and efficient use of resources. The Head, Digital Initiatives provides leadership, performance management, coaching and development of department staff; sets goals and direction for the team; and collaborates with library department heads and library executive to set and advance institutional directions and strategic priorities.

- **Decision-Making Authority:** Responsible and accountable for establishing the priorities for Digital Initiatives and addressing changes to strategic plans by consulting with other department heads and members of the library executive**.** Responsible for operational, evidence-based, process-oriented decisions within department. Leads recruitment committees in making hiring decisions. Makes decisions related to staff performance management and evaluation.
- **Physical and Sensory Demands**: Minimal to moderate exposure to disagreeable conditions typical of a department head position in an office setting.
- **Working Environment:** This position involves moderate exposure to normal stress and pressures typical of a department head-level management position. There may be work hours outside of normal operating hours, time-sensitive activities and competing priorities, as well as occasional travel for professional development and networking purposes.