

## JOB DESCRIPTION

Name	
Job Title	Head, Information Services
Job Grade	
Department	Li Ka Shing Library
Reports To (Job Title)	University Librarian
<p><b><u>SUMMARY</u></b>  <i>Summarise in one statement why this job exists and the contribution it makes to the overall business of the Company.</i></p> <p>This is a senior position responsible for leading the Library's research, information and learning support services to meet the present and future needs of the Singapore Management University community.</p> <p>The appointee will contribute to the overall strategic direction and management of the Library, as well as developing and delivering strategy, planning, policy and services for the Library's research, information, learning and teaching support.</p>	
<p><b><u>SCOPE</u></b>  <i>Indicate the financial statistics, staff, volume, controllable budget, etc for this job</i></p> <p>The position holder is expected to provide leadership in the initiation, implementation and review of library policies and programs, specifically in the areas of learning, research and information services. Duties include:</p> <ul style="list-style-type: none"> <li>(a) Leadership for and management of a team of professional librarians and para-professional staff;</li> <li>(b) Responsibility for providing high quality services to support research, teaching and learning needs of the SMU faculty and students;</li> <li>(c) As a member of the Library Planning Team, contribute to the Library's strategic planning, decision making and assessment initiatives.</li> <li>(d) Deliver on initiatives in areas such as new roles for research librarians, faculty and student engagement, e-services, culture of assessment and establish and enhance productive relationships across the academic community to ensure library provides pro-active, responsive and customer focused services in line with the strategic direction of SMU to meet the changing demands, needs and expectations of the university community.</li> </ul>	

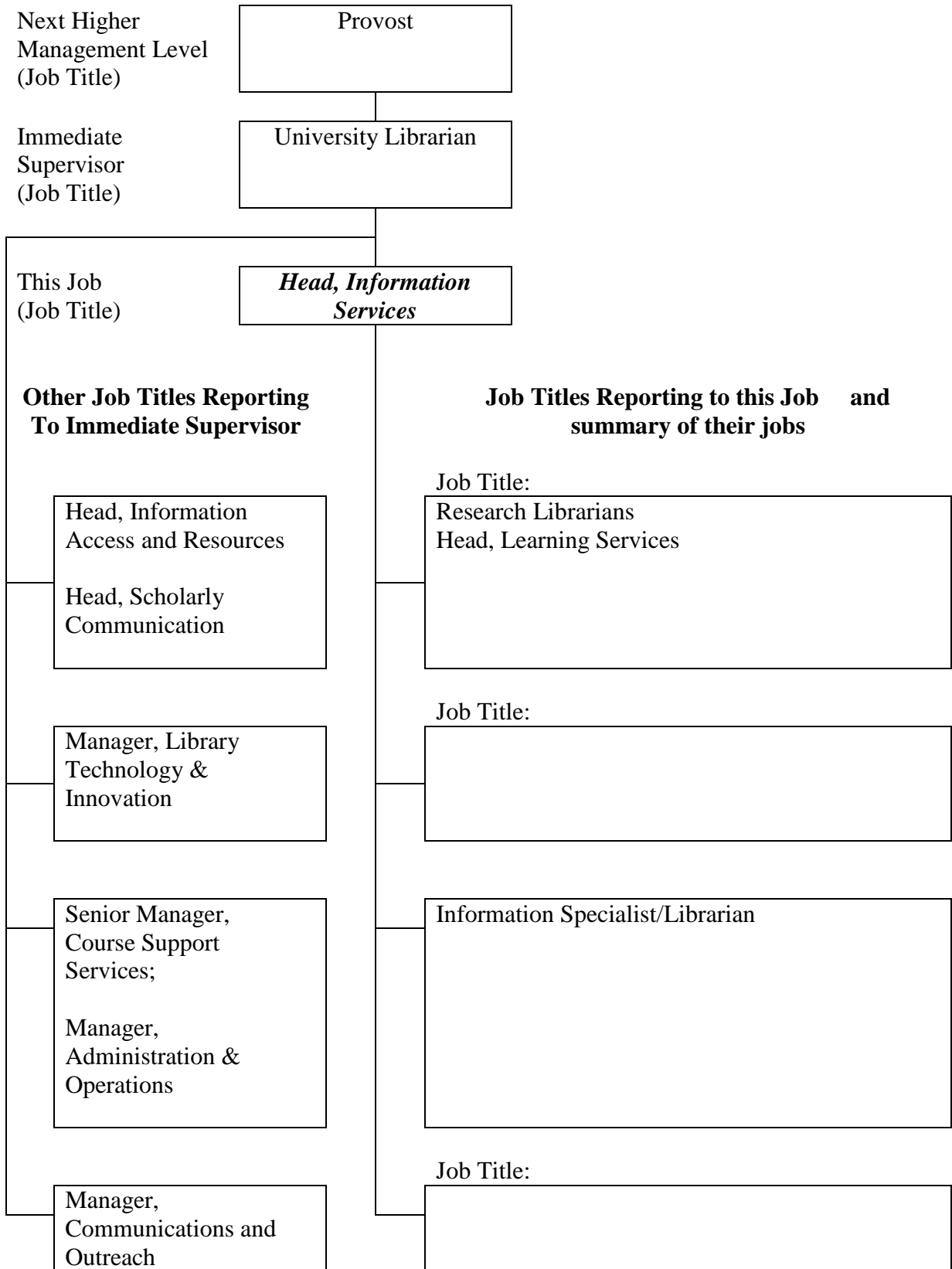
**PRINCIPAL ACCOUNTABILITIES**

*Describe the principal accountabilities of this job.*

1. Provide strategic leadership in the development, management and delivery of library services, in particular by making active and professional contribution to Library Planning Team (LPT) and Library's strategic planning process and outcomes
2. Lead the Library's Information Services and support for learning functions through innovative service design, the setting of Library-wide objectives and strategies, development and evaluation of policies, programs and procedures, and co-ordination and integration of services across the Library.
3. Provide leadership and guidance to Information Services staff, in particular:
  - a. Coach and motivate staff
  - b. Develop clear performance objectives and clearly communicate expectations
  - c. Review performance regularly and provide constructive feedback
  - d. Identify appropriate development needs and plan and implement development activities
  - e. Provide guidance and leadership to direct reports
  - f. Conduct regular staff meetings and briefings
  - g. Ensure pro-active and collaborative communication occurs regularly with all sections of the Library
4. Plan, manage and develop the Information Services team, in particular:
  - a. Recruit, select and ensure training of staff
  - b. Benchmark services against library best practices
  - c. Ensure that relevant data are collected and used for planning and decision making such as analyzing use statistics, surveys, focus group results, preparing reports and making recommendations
  - d. Establish appropriate working parties for special and innovative projects
  - e. Ensure that deliverables and outcomes of projects are achieved within time and resource constraints
5. Contribute to /collaborate with various academic, administrative and professional organisations and activities, within and outside the University, ensuring the Library is positioned centrally in the core business of the University, in particular:
  - a. Maintain dialogue with various department heads, vendors, other libraries and relevant organisations on Library issues
  - b. Represent the Library at official University activities and functions
  - c. Contribute to the professional literature by writing and giving papers and undertaking research
6. Recommend and implement new and innovative technologies, service models and practices to improve services for customer focused and effective and efficient outcomes in collaboration with others across the Library and beyond
7. Recommend and implement standards, policies and guidelines for information services to the SMU community.

**ORGANISATION CHART**

*Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.*



**CRITICAL SKILLS AND JOB COMPLEXITY**

**Knowledge and Skills**

*Describe the knowledge and skills necessary to perform this job.*

- Master's level degree in either library science, information science, knowledge management or equivalent discipline
- At least five years' experience in a library management function, and project leadership
- Extensive knowledge of trends in learning and information services in academic libraries
- Extensive experience in customer service activities, including service design and innovation, promotion and service evaluation especially in an online service context.
- Demonstrated ability to think strategically and conceptually and to communicate ideas clearly and persuasively to others.
- Demonstrated ability to work effectively as a member of a multidisciplinary team and motivate staff
- Demonstrated ability to lead and mentor a team of professional staff and to work collaboratively in a senior team
- Excellent organizational, interpersonal and communication skills
- Strategic orientation with strong project management leadership and skills
- Academic experience, especially in working with faculty and familiarity with different user needs
- Flexibility and adaptability – the ability to function under conditions of continuous change
- Ability to facilitate participative decision-making and resolve conflict
- Knowledge of and experience in library marketing and promotion trends and activities
- Ability to participate effectively and co-operatively in the wider affairs of the University

**Contact**

*Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.*

(a) Internal contacts:

- SMU students, faculty and staff to anticipate their teaching, research and learning needs and inform them of library programs, services and resources. Network and foster relationships that benefit the library and SMU.

(b) External contacts:

- External members of the library community to provide a presence for SMU and for networking and benchmarking opportunities
- Library vendors and service providers
- External agencies for outsourced services and financial support

**Job Title: Head, Information Services**

**Decision Making**

*Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.*

**Decisions made on his/her own:**

- Mentoring, coaching, development and deployment of staff
- Development and delivery of learning and information programmes
- Resource allocation
- Opportunities to promote information services

**Those referred to higher authority:**

Decisions on which the Supervisor must be consulted

- Budget planning and allocation
- Major purchases
- Major changes to policy and standards
- Legal matters, such as copyright, contractual agreements
- Staffing issues

**Problem Solving**

*Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.*

- Alignment of library's strategic goals with SMU's strategic goals and initiatives
- Negotiating with both internal and external stakeholders best outcomes for SMU
- Coordinating the development of library collections for both print and electronic resources and finding the balance between owning and accessing materials
- Balancing the demands of a growing and changing University community especially the research needs of individual faculty and the learning needs of students.
- Development and review of new models of library services to match the needs and requirements of the SMU community

**GENERAL**

*Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.*

Person must be customer focused, people oriented, a self-starter, energetic, willing to take risks, interested and knowledgeable in issues facing libraries and higher education and passionate about the provision of quality learning and information services to different user groups.

Signature of Job Holder		Date	
-------------------------	--	------	--

**For Official Use:**

Approved by HR	
Date	
Approved by HOD	
Date	