



JOB DESCRIPTION

Name	
Job Title	Lead – Learning Services & School Partnerships
Job Level	
Department	SMU Libraries
Reports To (Job Title)	Head, Learning & Engagement

SUMMARY

Summarise in one statement why this job exists and the contribution it makes to the overall business of the Company.

This position is responsible for the coordination and management of innovative approaches to information and digital literacy instruction, including integration into digital learning, anticipatory research support services, and advocacy to deliver high-quality services across the Schools. S/he will lead a team of Research Librarians and work closely with other units across the Libraries. The position holder will be future-oriented, proactive, and seek new and creative opportunities to offer new and enhanced services to the SMU community to enhance teaching, learning, and research through working closely with Research Librarians and stakeholders.

SCOPE

Indicate the financial statistics, staff, volume, controllable budget, etc for this job

The position holder provides leadership and direction to optimize learning services in order to support and advance teaching, learning, and research goals of faculty, students, and staff across Schools and the University. As Lead - Learning Services & School Partnerships, the incumbent will lead and supervise Research Librarians and work closely with the Head, Learning and Engagement. The incumbent delivers high-quality services across the Schools that align to SMU Libraries' strategic directions and SMU's vision and mission.

The position holder develops and delivers innovative and coordinated approaches to the design, development and delivery of information and digital literacy instruction, integration of services into digital learning, and assessment of services as part of continuous improvement. The incumbent leads the team in further developing anticipatory research support services to advance SMU's cutting-edge disciplinary and interdisciplinary research.

The Lead – Learning Services & School Partnerships will work closely with other units in the Libraries, particularly Scholarly Communications, Information Access and Resources, and Library Technology and Innovation. S/he will also proactively engage with Schools, Offices, and Departments across the University to identify future academic directions and programme needs. As Lead – Learning Services & School Partnerships, the incumbent is future-oriented and demonstrates an understanding of emerging and future trends in academic libraries such as open access and digital and data literacies, as this will leverage SMU Libraries in the changing higher education landscape and distinguish itself in achieving its vision.

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PRINCIPAL ACCOUNTABILITIES

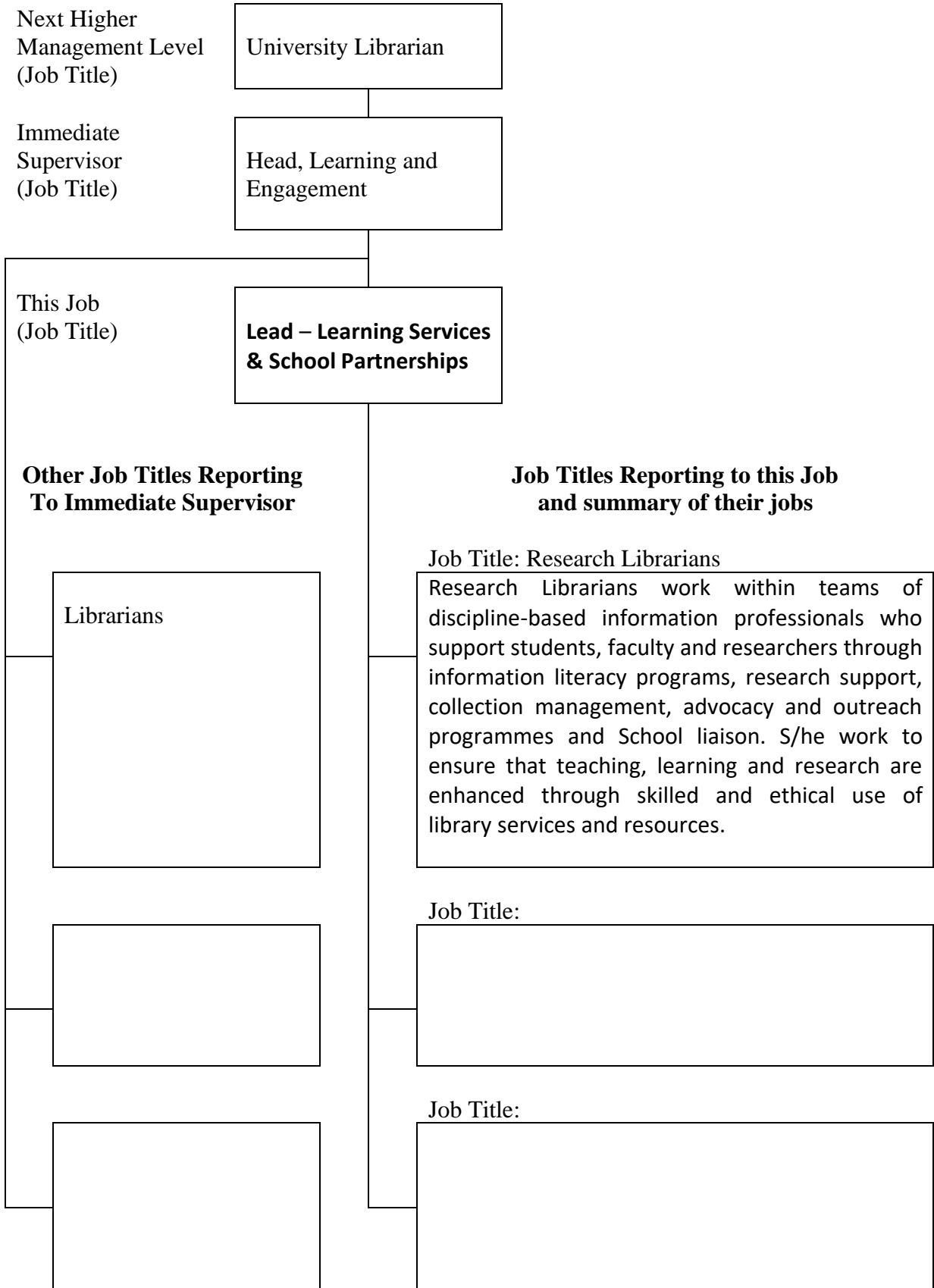
Describe the principal accountabilities of this job.

- Leadership for and management of a team of professional librarians;
- Responsibility for developing coordinated approaches for providing high quality services to support research, teaching and learning needs of the SMU faculty and students;
- Provide leadership and guidance to Research Librarians, in particular:
 - Provide consistent, high quality instructional and research support services across Schools
 - Benchmark services for best practices and future-readiness
 - Identify appropriate development needs and plan and implement development activities
 - Ensure proactive and collaborative communication occurs regularly with all sections of the Libraries and with stakeholders
- Coordinate the Research Librarians to:
 - Link and integrate their different Schools and other associated departments to advocate the Libraries' role as an education partner
 - Advance research support activities, such as engagement, consultation, and promotions in collaboration with the Libraries' Scholarly Communications team, Schools, and Departments.
 - Develop and provide support for interdisciplinary research across Schools
 - Provide leadership and set directions for the design, development and delivery of information and digital literacy programmes, particularly course-integrated
 - Ensure that digital literacy is addressed and incorporated into the Libraries' learning programmes
 - Assess and review library services together with the Research Librarians as part of continuous improvement
 - Ensure that relevant statistics are collected and used for decision making, analyse use statistics, surveys, and focus group results; prepare reports and make data-informed recommendations
- Plan, manage, and develop the Research Librarians team to enhance collaboration and maximize opportunities:
 - Together with the Head, Learning and Engagement, lead, align and coordinate the work areas of Research Librarians to SMU Libraries' strategic directions and goals towards achieving the overall mission of SMU
 - Develop clear performance objectives and communicate expectations
 - Conduct regular meetings and other activities with the Research Librarians to create a cohesive team working environment to strategize and plan related activities
 - Identify appropriate development needs and plan and implement development activities
 - Establish appropriate working parties for special and innovative projects
 - Ensure that deliverables and outcomes of projects are achieved within time and resource allocations
- Collaborate with other units within SMU Libraries to ensure services are integrated and aligned into the work areas and workflows of the Research Librarians;
- Recommend, review and implement new and innovative instructional approaches, technologies, service models and practices;
- Assist the Head, Learning and Engagement in driving the Libraries' strategy and goals by providing inputs for high-level meetings and committees such as the Library Planning Team (LPT) and Library Advisory Committee (LibRAC);
- Contribute to, and collaborate on, various academic, administrative, and professional activities, to see that the Libraries are positioned centrally in the core business of the University;
- Contribute to the profession and raise the local and international profile of SMU through professional activities such as conference presentations, writing for blogs and publications, etc.;

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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.



Job title: Lead - Learning Services & School Partnerships**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 5 years' experience in academic libraries; experience with library leadership and management is preferred;
- Extensive knowledge of trends in research support, information and digital literacy instruction and services in academic libraries; experience in these areas is essential;
- Demonstrated leadership and collaborative capabilities;
- Demonstrated ability to think strategically and conceptually and to communicate ideas clearly and persuasively to others;
- Demonstrated ability to lead a team and develop collaborative, high-performing teams;
- Highly developed communication (written and verbal), negotiation and interpersonal skills are essential;
- Demonstrated ability to initiate and build collaborative relationships with across the Libraries and with stakeholders;
- Ability to participate effectively, knowledgeably, and purposefully in the wider affairs of the University;
- Future-oriented perspective; knowledgeable about current trends and practices in libraries and higher education;
- Ability to be flexible and adaptable and contribute to a diverse team of staff in a dynamic environment;

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, including alumni, donors and other librarians 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.

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 information and digital literacy programmes; research support services
- Resource allocation
- Opportunities to promote Libraries' contributions to teaching, learning, and research

Those referred to higher authority:

Decisions on which the Supervisor must be consulted

- Performance expectations and competencies of Research Librarians
- Budget planning and allocation
- Major changes to policy and standards
- Legal matters, such as copyright, contractual agreements
- Staffing considerations

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Problem Solving

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

- Negotiating with both internal and external stakeholders best outcomes for SMU
- 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, proactive, energetic, willing to take risks, interested and knowledgeable in issues facing libraries and higher education and passionate about the provision of high quality services to advance the research, teaching and learning goals SMU community.

Signature of Job Holder		Date	
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For Official Use:

Approved by HRFA	
Date	
Approved by HOD	
Date	