



Class No.:	
Original Date:	
Revision Date:	May 2006 July 2016 Minor Updates: January 2021 Major Update: August 2023
Pay Group:	24

CLASS SPECIFICATION

SUPERVISOR, TECHNICAL SERVICES

NATURE AND SCOPE OF WORK

The incumbent in this position is primarily responsible for supervising the work of technical services staff and overseeing technical services processes. This includes monitoring the acquisitions budget, financial records, ordering, receiving, and cataloguing of library collection materials. The supervisor applies quality assurance standards in all technical services functions by providing leadership in the supervision and training of staff and ensures procedures and area workflows and functions are maintained. The supervisor also provides back up to the Library Services Supervisor and collaborates with librarians and the University librarian in library planning.

The incumbent reports to the University Librarian (UL) and works closely with the Metadata Strategies Librarian, the Collection Development Librarian, and the Library Systems Analyst.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Supervises and directs the day-to-day operations of technical services staff including prioritizing and assigning work; coaching, training and orientation; monitoring work; coordinating time off requests and work schedules.
- Monitors and maintains accurate and appropriate records for financial auditing including managing encumbrances, invoicing, and expenditures.
- Oversees quality assurance measures to ensure that both external standards and internal processes and procedures are correctly and consistently applied.
- Oversees the collection of technical services data and regularly generates reports for use by the Systems Analyst, librarians, and University Librarian.
- Coordinates the activities of the technical services staff.

- Collaborates with the Collection Development Librarian, Metadata Strategies Librarian, and the Library Systems Analyst in technical services planning, including technological shifts and workflows.
- Provides supervisory back-up for Library Services Supervisor.
- Supports the University Librarian in goal setting and performance management processes for technical services staff.
- Identifies staffing needs and training support for the technical services area.
- Participates in relevant selection committees.
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Critical thinking and problem-solving skills that can be used in the context of interpersonal relations and addressing complex technical service issues.
- Strong organizational skills to plan, organize, assign, and supervise the work of technical services staff and meet deadlines.
- Excellent ability to communicate technical information effectively, and to interpret and explain technical services workflows, policies, and procedures.
- Able to work with people of diverse backgrounds and interests.
- Excellent written and spoken English communication skills for supervision, training, reporting, and collaboration with internal and external audiences.
- Proficiency with office software applications (e.g. Outlook, Teams, Excel, Word, PowerPoint, OneDrive).
- Financial and numeric literacy relevant for oversight of library acquisitions.
- Considerable experience applying cataloguing standards (e.g., MARC, LCC, LCSH, RDA) using appropriate software utilities (e.g., MarcEDIT, OpenRefine, Cataloger's Desktop).
- Knowledge of technical services workflows, including acquisitions and cataloguing processes.
- Working knowledge of ILS applications, especially acquisitions and cataloguing functions.
- Able to learn and acquire new knowledge and skills relevant and necessary to the position.
- Able to develop and maintain effective working relationships with colleagues, students, vendors, and the public.
- Exercises a strong attention to detail.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Library Technician diploma from a recognized institution.
- Three years of library experience including minimum two years of supervisory experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- None