



## **Manager, Library Learning Commons User Engagement (LMS 41486)**

**Library Learning Commons**

**Student Services**

**Location:** London

**Employment Group:** Admin

**Type of Position:** Full-time Permanent

**Salary Range:** \$96,466 to \$120,582

**Closing Date:** August 7, 2024

### **Working at Fanshawe College**

Fanshawe College is committed to the principles of hybrid work and may offer this option to employees whose work can be performed in an alternate location, without adverse impact to the operations of the College, inclusive of our Student and Staff experience. Confirmation of hybrid work options available to you will be clarified upon hire and may be subject to change based on the duties required of your position. Successful candidates will be required to perform work within Ontario and must be available to work on campus, as required

**Note:** This is a full-time Administrative position starting September 3, 2024 (37.5 hours per week).

**Duties:** Under the general direction of the Director, Library Learning Commons, the Manager, Library Learning Commons User Engagement, is responsible for the responsive and effective operation of the Library Learning Commons User Engagement and Test Centre teams. The Manager is aware that the students' experiences in these settings are vital to their academic success and is committed to creating a seamless user experience for the College community. They are continually assessing services, using information and data from a variety of sources to constantly improve services and operations in a changing environment.

The Manager works with the Director to ensure strategic alignment in the hiring, training, and evaluation of employees; the design and delivery of services provided; and the appearance and impression of the physical spaces. The incumbent assesses and manages staffing complements to ensure excellent service is provided while ensuring expenditure does not exceed targets. The Manager is an excellent communicator who motivates staff, models exceptional customer service, leads service development, and builds connections internally within the College community and externally in London and the surrounding areas.

### **QUALIFICATIONS**

- Master's of Library and Information Science or equivalent
- Minimum 5 years' progressive leadership experience working in a library and/or learning commons environment, preferably in an academic or educational setting, is required
- An equivalent combination of education and/or experience may be considered; preference will be given to applicants meeting the education requirements
- Experience managing student services resources and staff is required
- Experience with educational technology is an asset
- Experience managing staff in a unionized environment is an asset
- Experience developing and implementing new services and programs in a library setting is an asset

- Proven ability to lead diverse and dynamic teams
- Effective communication, interpersonal and conflict management skills
- Skilled in identifying issues, finding effective solutions, and adapting to change in a highly dynamic environment
- Customer service and teamwork focused
- Strong organization and time management capacity; basic knowledge of educational technology (hardware and software) common to post-secondary colleges

**While transcripts are not required for the interview, they are mandatory prior to any offer of employment.**

**How to Apply:**

For more information and how to apply, please visit the Fanshawe College website at: <https://jobs.fanshawec.ca/>

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

**Fanshawe College is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.**

**Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.**