



Content & Licensing Specialist

Full-Time Permanent Position

Ontario Colleges Library Service (OCLS)

Job Type

Full-time (37.5 hours/week) permanent position

Our Organization

Ontario Colleges Library Service (OCLS) is a not-for-profit organization funded by the Ministry of Colleges and Universities to support Ontario's 24 publicly assisted colleges and their libraries. With OCLS's strong reputation for service excellence, the college libraries trust us to deliver services and expertise in line with our mandate to create efficiencies, achieve cost savings, and build capacity across the system.

Our reputation would not have been built, nor could it be maintained, without the skills, knowledge, and experience of the extraordinary members of the OCLS team. Be part of our close-knit, collaborative, and service-oriented team and join us in delivering quality shared services to Ontario's college library system.

To learn more about our mission, values, and services, visit the [OCLS website](#) or view our [Strategic Plan](#).

Your Opportunity

OCLS is seeking a Content & Licensing Specialist to support our suite of Content & Licensing services, with a primary focus on [eResources Management](#). Reporting to the Manager of Content & Licensing, the successful candidate will work with electronic resource vendors to support the acquisition, renewal, licensing, and administration of electronic resources on behalf of the colleges; assist with updating and maintaining the information sharing and collaborative tools that support those activities; and provide customer service directly to the staff of the Ontario college libraries.

The Content & Licensing Specialist will also have the opportunity to support other OCLS services and initiatives. As capacity allows, special projects may be assigned.

Key Responsibilities

- Provides acquisition services to the college libraries for content and content-related tools, including product research, facilitating trial access, ordering, negotiating licensing terms, invoicing, and subscription renewal.
- Supports e-resource implementation and maintenance by testing access, troubleshooting issues, and gathering and sharing technical information about the e-resource.
- Participates in the triage and resolution of incoming service requests in compliance with OCLS's service standards.

- Reviews licence agreements, highlighting permitted and prohibited uses and other terms of interest to the college libraries.
- Establishes and maintains relationships with vendors, member libraries, and other OCLS services and liaises with these parties to address ordering, access, service delivery, and invoicing issues.
- Creates and maintains database records for internal and external users with metadata about the colleges' e-resource acquisitions and licence agreements.
- Collects, extracts and/or analyzes data about Content & Licensing services and creates reports for a variety of internal and external needs.
- Participates in the administration of OCLS's applications and databases, and provides support for end-users in the college library system.
- Provides facilitation, coordination, and research support to relevant working groups and committees.
- Leads and/or participates in the development of internal and external workflows, processes, and documentation, including training materials, guidelines, and standards.
- Participates in external communities of interest, monitoring for trends and issues relevant to service areas, raising to the attention of the team or management, as appropriate.
- Participates in additional services and projects as assigned.

What You'll Need

The qualifications listed below are highly desirable but not necessarily mandatory. Candidates are invited to demonstrate how their skills, knowledge, and experience would best fit this position in their letter of application.

- A recognized graduate degree from a library and information sciences program or diploma from a library technician program.
- Experience working in or with libraries. At least 1-2 years' experience in an academic and/or consortial library setting is an asset.
- Ability to provide high quality customer service to internal and external customers, and to establish and maintain excellent working relationships.
- Understanding of the e-resource management lifecycle, including the acquisition models, price models, access and authentication methods, and user discovery systems that are standard in the academic library sector.
- Experience testing and troubleshooting library e-resource access and functionality issues.
- Strong Excel skills, with the ability to work with large datasets and other information with a high degree of accuracy and attention to detail.
- Familiarity with relational databases and experience with database management would be an asset, especially with ConsortiaManager or other electronic resource management systems (ERMS).
- Experience with Microsoft Office applications and other collaboration tools, such as Confluence and/or Asana.
- Excellent verbal and written communication skills, with the ability to synthesize complex or ambiguous information clearly and concisely for a variety of audiences.
- Strong time management and organizational skills, with the ability to meet deadlines and adapt to changing priorities with minimal supervision.
- Ability to work independently and as a collaborative member of a team.
- Proven analytical and problem-solving skills.
- Ability to document workflows and procedures, including technical writing skills.

- Familiarity with Canadian copyright legislation and/or the Accessibility for Ontarians with Disabilities Act (AODA).

What OCLS Offers

- Competitive compensation commensurate with experience; the salary range for this position is \$59,321-\$74,154 annually
- Hybrid work environment
- Learning and development opportunities
- Comprehensive health and dental benefits, including vision care, massage therapy, acupuncture, psychotherapy and more
- [CAAT Pension Plan](#)
- Commitment to work-life balance, which includes: 3 weeks of vacation per year, a summer “earned days off” program, and generous personal leave
- Employee and family assistance program (EFAP)

Additional Information

OCLS welcomes applications from those who would contribute to the further diversification of our staff, including, but not limited to, Indigenous Peoples, persons with disabilities, and persons of any sexual orientation or gender identity, ethnicity, or age.

OCLS is an equal opportunity employer and strives to ensure that its hiring process meets the needs of all persons with disabilities. As such, OCLS will provide reasonable accommodation for any applicant, as requested during the hiring process.

Application Deadline

Applications must be received by 5:00 pm on **April 10, 2024**. Applications are reviewed as received.

Position Start Date

May 2024

How to Apply

Interested candidates may apply by sending a letter of application, current resumé and three references in a single file named “YourName_#166” via e-mail to applications@ocls.ca. Please quote “**YourName - #166**” in the subject line.

We thank all candidates for their interest; however, only those candidates selected for interview will be contacted.

This job posting is also available on our [website](#).