



Canadian Research
Knowledge Network

Réseau canadien
de documentation
pour la recherche

Manager, Heritage Services

Summary

Reporting to the Executive Director, the Manager, Heritage Services is an experienced, dynamic, and skilled individual who is responsible for CRKN's heritage program. A team player who is able to build relationships across multiple organizations, the Manager will lead the heritage collections program and ensure that digitization, metadata, and access services meet the needs of members and stakeholders. The Manager will be a collaborative leader who will work closely with the Director, Research Infrastructure and Development, to ensure that cross-team collaboration facilitates access to and preservation of the digital Canadian heritage content in the Canadiana collections which is vital to researchers and the public alike.

The Manager, Heritage Services will also take the lead in committee and task groups as appropriate to their area of expertise, participate actively within other CRKN committees and provide policy-level analysis and recommendations to the Executive Director, Board, and other committees as appropriate. The Manager is also responsible for maintaining partnerships in the heritage and broader GLAM sector, presenting at Board, committee, and member meetings, and conferences as required.

As a member of the management team, the Manager, Heritage Services is an individual with supervisory experience and a strong sense of service delivery who is a natural at building relationships with both internal and external clients. The Manager, Digitization Services will report to this position. In addition, the position requires a critical thinker with a strategic mindset who can develop services in response to member and community needs.

Duties and Responsibilities

Collection Strategy and Digitization (50%)

- Provide leadership for CRKN's heritage collections and digitization program, providing staff leadership for the Preservation and Access Committee
- Provide direction to the Manager, Digitization and her team in delivering heritage digitization services
- Provide leadership to the Heritage Services Specialist as they collaborate internally to provide support to users of the Canadiana collections and services.
- In collaboration with the Director, Finance and Administration, determine appropriate pricing strategy for both digitization and preservation services, and regularly assess service and product needs and market pricing for those services and products
- Guide the assessment of new third-party digitization, preservation, and hosting projects and opportunities, working closely with both the Manager, Digitization and the Director, Research Infrastructure and Development.
- Manage the team to ensure that projects meet the needs of clients, and are done on budget and on time
- Guide the development of CRKN's Canadiana Collections Strategy working with the Canadiana Content Sub-Committee to ensure that the strategy meet the needs of the research and GLAM communities
- Manage the Heritage team in developing and enhancing the Canadiana collections, including selecting content collections for digitization based on the priorities as identified by the appropriate committee
- Working in close collaboration with the Manager, Strategy and Engagement, maintain the collaborative relationship between CRKN and Library and Archives (LAC) Canada and liaise with LAC staff on various matters, including:
 - Access to LAC collections for digitization
 - Sharing of bibliographic records
 - Collaborative projects

Metadata Services (40%)

- Oversee the metadata team in order to ensure that CRKN heritage content and services align with best practices in discovery
- Ensure that effective and appropriate metadata and discovery resources are provided for Canadiana content including MARC records
- Supervise the allocation of work and provide leadership to the metadata team
- As a subject matter expert, gather market intelligence on current and emerging issues and trends that may be impacting GLAM communities both nationally and internationally, including e-resources, digitization, metadata and digital services.
- Serve as CRKN's primary liaison with discovery service providers in order to promote access to Canadiana
- Ensure that CRKN's metadata team participates in national and international collaborative initiatives to ensure the organization's active involvement in the development of national metadata strategies and policies, and ensure its recognition as a centre of excellence

Other (10%)

- Direct CRKN's provision of secretariat support to the Coalition for Canadian Digital Heritage (CCDH)
- Participate in overall CRKN planning and promotions activities, including presentations at meetings and conferences
- Supervise Interns when appropriate
- Act as staff lead in committee and task groups as appropriate, participate actively within other CRKN committees providing policy-level analysis as required
- Provide leadership on special projects as assigned (e.g. Records Management implementation)

In a small team environment, each individual is expected to work towards overall CRKN goals and at times a team effort is required that may involve taking on tasks outside the normal or expected scope of their role. Other duties may be assigned as required.

Qualifications:

The ideal candidate will have expertise and experience in academic libraries or archives. Other qualifications and experience include:

- Minimum of a master's degree in a field such as library and information studies. A post-secondary degree in history, museum studies, public history, or a related field will be considered an asset.
- Minimum of 5 years of relevant professional experience
- Superior customer relationship management skills. Ability to maintain effective working relationships across multiple and diverse organizations, and across levels within organizations from specialist to executive level.
- Knowledge of the GLAM sector and an understanding of library consortia
- Bilingualism (French and English) is highly desirable and considered a strong asset
- Supervisory experience.
- Excellent computer skills, particularly with Microsoft Outlook and the full suite of Microsoft products; preference will be given to candidates with familiarity with relational databases.
- Team player with demonstrated ability to adapt to changing environments and multiple deadlines, and to work well under pressure with discretion, tact and good judgement.
- Demonstrated ability to work independently with a strong sense of ownership to achieve results for the overall organization.
- Strong attention to detail.
- Ability to travel on occasion when required.
- Desire to work as part of an internationally recognized team.

- Ability to obtain Government of Canada reliability status.

Salary scale

This position falls within the Manager 1 category with a salary range of \$94,100 - \$110,000, commensurate with experience.

Term

Full-time, Permanent

Location

The CRKN office is located in Ottawa, Ontario, however, the team works primarily in a virtual environment. Applications are welcome from candidates anywhere in Canada, however travel to Ottawa is required.

To Apply

Please send a letter of application and resume via email to:

Canadian Research Knowledge Network
Attn: Clare Appavoo, Executive Director
Email: ED-DG@crkn.ca

Please reference Manager, Heritage Services in the email subject line.

Closing date: April 21, 2025

CRKN welcomes and encourages applications from all qualified individuals, including but not limited to women, members of Indigenous, Black, and racialized communities; Two-Spirit, non-binary, trans, lesbian, gay, bisexual, and queer people; people with disabilities; and members of other equity-deserving groups. All qualified candidates are welcome to apply; however, priority will be given to Canadian citizens and permanent residents.

CRKN is committed to an inclusive, accessible and welcoming hiring process that provides reasonable accommodation to all applicants. Please advise should you require any accommodation to participate in this posting, recruitment, selection and/or assessment processes.

We thank all applicants for their interest in CRKN, however only those candidates selected for an interview will be contacted.