



Freedom to Belong and Discover

Please send application to recruit@hpl.ca by 11:59 p.m. on February 5, 2026.
Please quote job title, department or location, and position number.

JOB TITLE:	Manager, Information Services
PAY BAND:	Grade 6 (Non-Union, Management) – \$56.190 to \$70.238
POSITION STATUS:	Permanent, Full Time
VACANCY STATUS:	Existing Vacancy
POSITION #:	15315
LOCATION:	Central Library Branch, Information Services Department.
START DATE:	March 2026
SCHEDULE:	35 hours per week; evenings and weekends as required;

JOB SUMMARY:

Reporting to the Director of Human Resources and Information Services, the Manager of Information Services is responsible for:

- Working collaboratively with the Library management team and staff, ensuring the effective operation of Information Services across the system, this includes how we provide information service directly to the public.
- Working collaboratively with other Information Services Manager, providing back-up support for supervision of Library Pages, Community Support Desk, etc.
- Responsible for Central Library Public Service/Customer Service, which includes all Central floors with support for staff in other key departments as required, i.e. Makerspace, Redbook, Directory of Community Services, and FreshDesk, a cloud-based customer service software and Information Services for the system.
- Responsible for Newcomer Learning Centre (NLC) including running the program and the government contract management.

- Working as a lead with the Customer Service Steering Committee for direction and scheduling support with branch managers.
- Reporting to the Director on matters relating to the performance of portfolio, spaces, collections, staff and other relevant matters.
- Providing after hours support in the event of major problems and act as primary contact to inform support departments about problem situations.
- Working closely with the Manager of Program Development for programming needs in their area and establishing and maintaining positive relations with community partners, stakeholders, managers and staff.
- Working collaboratively to overcome obstacles and achieve positive results.

JOB DUTIES:

- Manage areas and individual work plans / workflow for the portfolio of Central Information Services and system Information Services, Newcomer Learning Centre and Freshdesk lead; establish priorities and direct staff effectively to support library objectives and priorities. Manage staff and staffing requirements including interviewing, recommendations for hiring, setting / prioritizing and measuring performance objectives and conducting regular performance reviews.
- Continually assess services, using information and data from a variety of sources to ensure services remain relevant and responsive. Work collaboratively with the management team and staff to implement changes.
- Oversee the training and development of staff within their department as well as system staff such as call in. Evaluate, plan and ensure the adequate training and career development for staff, support system training initiatives and staff participation in approved training. Encourage effective peer to peer learning within programs provided by the library system, including technological change.
- Manage departmental budget, ensuring that expenditures stay within annual budget allocations and alerting senior staff to forthcoming issues. Ensure that appropriate controls are in place and financial policy and procedures are adhered to. Participate in reviews of the system budget and work with library managers to develop and implement action plans to lower library costs and improve services.
- Ensure that the approach to the development, delivery, evaluation and accountability of Information Services reflects sound business practices. Participate in establishing evaluation criteria and statistical measures. Prepare reports regarding key issues, trends and changes.
- Act as a resource to staff in the measurement of service quality, customer satisfaction and the implementation of continuous improvement programs. Provide support and advice in business and strategic planning. Ensure that the approach to the development, delivery, evaluation and accountability of services reflects sound business practices.
- Responsible for meeting performance goals set in conjunction with the Director. Establish criteria and statistical measures; evaluate programs etc on factual data; prepare reports regarding key issues, trends and changes.

- Acquire and analyze information; prepare reports and recommendations; assess services, support service changes and new program initiatives using relevant factual information.
- Work with all library managers to adjust policy and guidelines to the changing corporate and technological environment. Maintain good working relationships with various support departments through frequent contact.
- Ensure that the public's experience of the Central Library is positive. Respond to customer service comments and concerns and resolve customer complaints. Work with appropriate staff/departments to ensure the facilities, equipment and furniture are in excellent condition. Ensure timely and appropriate reporting of problems and communicate follow-up with staff.
- Commit to, support and communicate systems values to staff. Contribute to, and support, system-wide committees and projects. Work with all library managers to implement a quality service approach to ensure the highest level of customer satisfaction.
- Contribute to the development and implementation of the Library's Strategic Plan and related service plans. Adhere to systems standards.
- Maintain professional affiliations and involvement and keep skills and knowledge up-to-date.
- Work collaboratively with other organizations to ensure HPL is supporting other key community initiatives and HPL programs and services are having an impact.
- Maintain knowledge of relevant legislation, policies, and professional issues including copyright law, intellectual property, and censorship. Ensure compliance with the Library's Intellectual Freedom Policy.
- Perform other responsibilities as assigned which are directly related to the normal functions of this position with minimal supervision and direction

MINIMUM QUALIFICATIONS:

Educational Requirements:

- A Masters Degree in Information or Library Science, additional formal management courses an asset.

Experience:

- A minimum of three to five years recent experience as a public librarian, demonstrating a customer-service orientation, a record of accomplishment, and a variety of work experiences.
- Self-starting, results-oriented individual with superior organizational skills. Self-directed, well organized, innovative, flexible, and collaborative; committed to intellectual freedom and other key principles of public librarianship; an open communicator who inspires trust and seeks and sparks creative contributions from others.
- Excellent leadership and management skills. The ability to challenge, lead and inspire others to excel.
- Excellent written, verbal and presentation skills.

- Excellent interpersonal, communication and conflict resolution skills.
- Skilled with group and team dynamics and possessing the ability to motivate, persuade and negotiate with diverse individual and groups.
- Skilled in the use of information management tools including Microsoft office suite, databases, internet/web etc.
- Knowledge of current trends and professional issues in public library services and management.
- Knowledge of, and experience with, providing, improving, and evaluating a range of branch library services such as information, reader's advisory, outreach, programming, collection management and children's services.
- Knowledge of, and experience with, the principles and methods of organizational administration, such as staff supervision in a unionized environment, budgeting, communications and records management.
- Knowledge of, and experience with, the scheduling, monitoring and evaluation of multiple tasks, projects and priorities.
- Commitment to principles of intellectual freedom, inclusiveness, service excellence and the Library's mission, values and goals.

Physical Requirements:

Physical ability and stamina to operate relevant equipment, to retrieve materials and to perform tasks involving the lifting and movement of library materials and equipment.

Legislative Requirements:

Works in accordance with all applicable Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation.

Organizational Requirements:

Public Service Management roles may be included in Library system succession planning strategy as determined by the Employer.

Adheres to policy and legislation identified in the Hamilton Public Library Policy and Procedures Manuals.

HPL employees and users of HPL cloud-based applications are required to use Multi-Factor Authentication (MFA) as an essential measure to enhance the protection of HPL's technology assets. MFA augments technological security by requiring two steps for full authentication. Employees who do not have a Library-provided cellphone are expected to use their personal cellphone or internet connected device to satisfy the MFA requirement consistent with HPL policies and procedures.

Please be aware the selection process may involve any of interviews, test, and presentations or any combination thereof.

Applicants who are successful for a position will have a **maximum of 72 hours** to accept or decline an offer, barring unforeseen circumstances to be evaluated on a case-by-case basis, from the date of offer (excluding Statutory Holidays).

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation