

CHIEF LIBRARIAN/CEO'S JOB DESCRIPTION

Hamilton Public Library - 2012

Position Statement

Reporting to the Library Board under authority of the *Ontario's Public Libraries Act*, the Chief Librarian is accountable for leading the organization and for anticipating trends and change. The Chief Librarian provides leadership to a specialized workforce engaged in the analysis and improvement of services, processes and systems. The Chief Librarian directs resources toward the fulfillment of the organization's mission, values, and strategic priorities. The Chief Librarian bears responsibility for preparing budgets, managing resources, meeting budget targets and ensuring that services are provided in an efficient and effective manner. The Chief Librarian leads by example and shapes the culture of the organization, creating an environment that supports innovation, action, accountability and customer service. The Chief Librarian understands that the profession is characterized by a need for constant improvement and change. The Chief Librarian attracts, develops and retains a high-performance executive team that is empowered to manage the organization and to implement change.

General Duties:

1. Leadership and Strategy

- Leads the Hamilton Public Library and ensures the organization is dedicated to excellence and has a steadfast commitment to meet or exceed the performance expectations of all principal constituencies of the organization – customers, employees, Board, Council and the community at large.
- Understands and evaluates professional trends and ensures that the Library remains at the forefront of innovation, ensuring relevancy to its customers.
- Evaluates and reports on the Library's service, financial, administrative and service performance when compared to appropriate benchmarks.
- Provides strategic and operational leadership toward the ongoing development, delivery and sustainability of integrated services including alternate service delivery and a community development approach.
- Monitors use and trends and recommends changes to the services that the library provides.
- Guides the management team as it develops and presents service changes and proposals to the Board.
- In collaboration with the Library Board, develops a strategic plan for the organization.
- Ensures that the employees of the Library execute the strategic plan, with a focus on alignment between the mission, values, strategic priorities, goals, objectives, resource allocation and annual budgets.
- Leads by example and models problem solving skills and responsibility/ accountability through personal example and excellence

- Nurtures a senior administration team that is capable of leading corporate wide change management and business improvement initiatives.
- Develops and sustains an organizational culture that embodies open and two-way communication, customer focus, learning and innovation, accountability, teamwork, respect and trust.
- Acts, in accordance with Provincial Legislation, as Secretary to the Library Board.

2. Fiscal Management and Governance

- Contributes to, reviews and approves operating and service development plans, budgets, capital and expenditure budgets, and performance and compensation programs.
- Provides sound, responsible management of the organization and makes available to the Board and authorized parties all relevant information about the organization's financial position and any material change or fact.
- Ensures management information systems are in place to assess the organization's performance and progress.
- Collaborates with and provides appropriate levels of services and information to assist the Board in its governance role.
- Reviews and recommends policies to the Board and implements procedures for the effective management of the organization.
- Ensures Board members are fully apprised of trends and changes in the external environment that may impact the library's financial or service needs.
- Ensures that the Board is protected and is advised of any liabilities.

3. Risk Management

- Ensures that the Library maintains a risk assessment process, which encompasses objectives, key business risks, dimensions of risk, and risk avoidance, control or management procedures and strategies.
- Ensures that the Library establishes, evaluates and monitors company-wide cost and risk control procedures and compliance.
- Directs senior management team to work in collaboration with key business stakeholders to develop quality standards/protocols, public service policies and procedures, health and safety policies, and security protocol.
- Creates and maintains a business continuity plan for the Library which addresses risk mitigation, preparedness, response and recovery/evaluation.
- Ensures that the Library maintains effective internal control systems to protect the organization.
- Adequately maintains and protects organizational assets (human, physical and financial).

4. Team Building and Management

- Spearheads buy-in and support for the Library's vision and for all goals/objectives by communicating expectations and rationale and by monitoring and measuring progress and outcomes. Utilizes all opportunities to highlight the connection between overall strategy and day-to-day activities.
- Provides direction to senior administration team and measures their performance against achievement of goals and objectives.
- Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and direction.
- Ensures that there is a good fit between the employee and the job, by developing employee competence, and by providing consistent communication, coaching and motivation.
- Supports the performance management process within the organization, including coaching, open communication, training and the creation of development plans to build core competencies and personal effectiveness.
- Celebrates organizational successes by taking opportunities to express positive expectations of others and support the implementation of employee recognition and rewards programs.
- Promotes team and organizational effectiveness and proactively addresses morale, cooperation and productivity issues.
- Works with Directors to develop and sustain a learning culture that embraces change and innovation.
- Deals with employee relations issues based on a sound understanding of the collective agreement and good management practices.
- Fosters and maintains a working relationship with the Union Executive.

5. Management of Relationships with Internal and External Partners

- Identifies and maintains effective relationships with appropriate stakeholders such as other libraries, universities, research organizations, governments, agencies, businesses, media, non-governmental organizations, community leaders and related institutions on a provincial, national and international scale.
- Acts to promote the successes of the Hamilton Public Library and the City of Hamilton.
- Gauges community needs by working independently in the community to create program and service proposals.
- Represents the Library at provincial, national and international conferences.
- Increases awareness of the Library's mission and values through participation in community and professional organizations.
- Maintains awareness of changes in legislation and environmental factors which might impact Library services, modes of operation or liability.

- Where there is benefit, collaborates with key partners, including the City of Hamilton, other government agencies, partners, vendors and community organizations and other external partners.
- Actively works with and builds trusting relationships with the Directors and collaborates with, and provides support to the Directors so that they can achieve strategic goals and objectives.
- Provides customer support and problem solving to internal and external customers/stakeholders.

QUALIFICATIONS

- A Master of Library and Information Science degree from an ALA accredited institution
- Eight years of relevant management experience, including at a senior level within a public library, complex service organization or other public sector organization.
- Proven track record in the areas of organizational leadership, strategic planning, operations management, service excellence, finance, public relations and marketing and partnership development.
- Demonstrated ability to manage a specialized workforce in a results oriented environment and in a predominantly unionized environment.
- Knowledge and vision in fields such as information retrieval, community networks and knowledge management.
- Extensive leadership experience in innovative, progressive and successful service and program development and implementation.
- A change agent with a bias for action and results and with a highly developed ability to articulate a vision, to lead and to inspire others.
- Exceptional communication and presentation skills, both written and verbal.
- Proven knowledge and theoretical understanding of relevant technologies.
- Proven project management experience, with excellent organization skills and the ability to effectively prioritize projects and initiatives.
- Ability to develop, maintain and expand successful community relationships and interact co-operatively with other governmental and non-governmental organizations to the benefit of the library system.
- Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
- Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
- Experienced in designing and delivering customer focused programs and services.
- Excellent interpersonal skills and ability to deal with elected officials, government departments, all levels of management, staff and the general public.
- Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Library.