

Role Description

COORDINATOR, STAFF DEVELOPMENT & TRAINING - TEMPORARY FULL TIME

JOB CODE: 5536

POSITION NUMBER: 8699

PAY GRADE: 5 - \$44,057 - \$51,526 HOURLY

LOCATION: CENTRAL LIBRARY

SCHEDULE: 35 HOURS PER WEEK

START DATE: JUNE 2021 FOR A PERIOD UP TO 18 MONTHS

SUMMARY:

Reports to the Director, Human Resources and Information Service. Plans, coordinates and implements a comprehensive staff training and development program; promotes staff development by ensuring that staff at all levels have access to the learning and professional development opportunities they require; creates e-learning that supports staff training needs and incorporates best practices; provides organizational performance measures for training and development function; coordinates the library's orientation program; coordinates the planning and implementation of the library's user education programming.

JOB DUTIES:

Staff Development and Training

- Coordinates the implementation of training and orientation programs and services for library staff at all levels; recommends objectives and outcomes; writes and recommends policies and procedures
- Consults with Senior Leadership Team and Management Team to identify and analyze training needs; conducts needs analysis of training required for library staff; recommends priorities; conducts research using techniques such as interviews, surveys, focus groups and literature reviews
- Coordinates the development of annual training and staff development calendar; facilitates negotiation of priorities and timing in consultation with Senior Leadership Team
- Develops strategic learning and development training plan for professional and non-professional staff; liaises with Senior Leadership Team and Management Team to prioritize training corresponding to current system priorities and initiatives
- Designs, develops and delivers a wide spectrum of training solutions targeted at the needs of the organization; provides advice regarding the alignment of training with job descriptions and core competencies; makes recommendations for use and selection of regarding third party training/consulting organizations
- Acts as a resource for managers with their performance planning and development activities involving clarifying expectations, measuring achievement, providing coaching and feedback and rewarding appropriate performance; ensures that training and staff

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development activities clearly identify expected service objectives as articulated in the library mission and strategic plan and communicate expectations to trainees

- Recommends training interventions to managers; writes statements of performance intervention strategies; provides input to managers to support the employee performance appraisal process
- Assesses training outcomes; seeks feedback from trainees and managers; conducts assessments of trainees to gauge knowledge retention and behaviour change/skills application; coaches and provides feedback to trainees
- Conducts analysis of the effectiveness of training interventions; prepares documentation/presentations on the outcomes of training; makes recommendations for on-going improvement strategies
- Determines course content requirements; oversees trainers including library staff and contracted individuals to ensure content /delivery meet system needs; plans and delivers training to staff in such areas as information services and digital technology; identifies, evaluates and creates training materials for use by system trainers
- Locates external training companies; assesses companies' abilities to meet library training goals; negotiates contracts including services and course content and fees; evaluates ROI
- Supports Senior Leadership Team as they identify and implement emerging trends and best practices in library service development; ensures library staff develops awareness of these trends through selective dissemination of information through the Learning Institute
- Promotes adoption of best practices for learning projects and instructional design by modelling appropriate learning program development strategies and by applying tools such as ADDIE, the 70/20/10 Model, Kirkpatrick Levels, etc. to learning projects; analyzes trainers' resource needs; selects and deselects materials such as training manuals and videos; monitors expenditures; identifies emerging training trends, best practices for training and keeps library staff who serve as trainers informed of these trends
- Plans and conducts trainer training sessions for library staff that conduct user education and staff training sessions; coaches and provides evaluative feedback to trainers
- Supports the implementation of new technologies through training, assisting with process re-engineering and communication strategies
- Develops and maintains online learning environment ("Learning Institute") using Microsoft SharePoint and Microsoft Teams; creates training event records and announcements
- Creates professional development collection profile; recommends resources to Senior Leadership Team as needed
- Coordinates staff attendance at conferences and workshops; receives requests; recommends approval; handles registration and payments related to training expenses; makes accommodation and travel arrangements if necessary; responsible for corporate procurement card
- Monitors the Corporate Training, Conference and Memberships/Professional Fees budgets; prepares expenditure reports and projections; recommends budgets for special projects

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- Manages creation, maintenance and distribution of learning and development records such as training completion, certification and performance management data; oversees Human Resources Administrative Assistant in data entry activities to ensure accurate training recordkeeping; coordinates use and implementation of applications such as Peoplesoft Training Administration, SharePoint, and Training Manager
- Supports Director, Public Service and relevant working groups in monitoring government changes to the Accessibility for Ontarians with a Disability Act (AODA), including policy work and staff awareness and training.

User Education

- Consults with stakeholders to co-ordinate the implementation of user education programs; recommends objectives and outcomes; writes and recommends user education policies and procedures and oversees creation of course content and training materials including handouts; oversees scheduling
- Liaises with the stakeholders to coordinate development of public training sessions and programs in a variety of areas such as computer literacy and public use of computer-based information resources in the community
- Develops and maintains contacts with community partner agencies such as local not for profit and government agencies; composes correspondence; makes presentations

E-Learning

- Support learning and development content creation; collaborate with SMEs to design, develop, review and test interactive, engaging, learner-friendly e-learning resources
- Create and share storyboards; recommend technical options supporting functional requirements related to learning content, scenario development, and evaluation or testing
- Create e-learning programs using Articulate 360; incorporate best practices for workplace learning programs such as Content Chunking and Responsive Design; ensure compliance with accessibility standards
- Identify and incorporate appropriate graphic design elements such as images, colour, space, harmony; edit text, audio and video files; apply advanced level PowerPoint skills including available Design, Animation, and Insert options
- Manage multiple projects with short deadlines; develop production schedules; deliver high-quality, engaging e-learning on-time
- Maintain awareness of e-learning research and emerging technologies and applications to ensure evidence informed approach to the design of e-learning

General

- Maintains an awareness of professional issues (e.g. learning design and technologies, adult education research, information literacy & library user education trends, etc); identifies emerging library training and user education best practices
- Prepares an annual work plan and budget for the Director's consideration; provides management reports on training and user education issues, including needs analysis, evaluations and progress

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- Participates on steering committees and working groups and leads these groups in relation to training considerations; participates as part of Management Team as related to learning and staff development; participates in external associations/organizations that are directly related to position
- Active member in OLA and in i4PL/ATD
- Coordinates orientation for new and returning employees to ensure they receive appropriate training and support during the on-boarding period; develop onboarding schedule in conjunction with other directors, managers and trainers; create and maintain standard onboarding templates for job roles within the Library's unionized and Library Page groups
- Performs other duties as assigned and which are directly related to the major responsibilities of the job

QUALIFICATIONS:

Formal Educational Requirements

- A Master of Library Science Degree from an accredited Library School or Masters/Graduate degree in Business or Human Resources
- Training or Certificate from a recognized institution or equivalent experience
- Management Development or Leadership Skills certificate from a recognized institution or equivalent experience

Other Requirements

- 3 years professional experience in public libraries
- 3 years experience in development of learning strategies, curriculum development, provision of variety of methods of delivery of training and development products
- Valid Ontario Class G Driver's License
- Competencies:
 - Demonstrated coaching and consulting skills to facilitate behaviour change and problem resolution; knowledge of key coaching proficiencies
 - Demonstrated skill in establishing priorities, allocating resources, implementing plans, and monitoring and adjusting work to accomplish goals; managing projects and work of others
 - Demonstrated interpersonal skills in developing and maintaining smooth, cooperative working relationships, resolving conflicts and encouraging consensus decision-making
 - Demonstrated experience in planning, developing, and conducting training sessions and knowledge of the training needs of adult learners and different learning styles
 - Demonstrated skill in producing effective written documents and responses in different formats (electronic and print) for different audiences including reports and electronic presentations
 - Demonstrated interpersonal skills in developing and maintaining smooth, cooperative working relationships, resolving conflicts and encouraging consensus decision-making
 - Demonstrated ability to work effectively independently and within a team environment and function as a contributing team member

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- Demonstrated knowledge of standard office and professional computer applications including word processing and presentation software, online databases, Internet browsers and search engines, database management software; Proficiency with Microsoft Office; ongoing commitment to remain current with changing technology

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

Applying:

- The deadline for this application is 11:59pm May 14, 2021
- Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.
- Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies of proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)
- Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.
- The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.
- By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment, or cause your dismissal. We thank all applicants who apply and advise that only those selected for an interview will be contacted.

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.