

## Role Description

Posting#18436

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### **DIRECTOR, COLLECTIONS AND PROGRAM DEVELOPMENT**

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JOB CODE: 6660

POSITION NUMBER: 8671

PAY GRADE: 9

SALARY - \$66,918 - \$81,504 PER HOUR (\$121,790.76 - \$148,337.28 ANNUALLY)

LOCATION: CENTRAL LIBRARY

SCHEDULE: 35 HOURS PER WEEK

#### **SUMMARY:**

Reporting to the Chief Librarian, the Director of Collections and Program Development provides, analyzes and executes Collection and Program Service decision-making information. The Director manages and co-ordinates the activities of the Adult Program Development, Youth Services, Collections, Technical Services, Local History, Extension Services, Interlibrary Loan and System Circulation ensuring efficient and effective operation at all times. The position acts as an advisor to the Chief Librarian, Senior Management team and Library Board. The position demonstrates leadership behaviours and actions consistent with Hamilton Public Library's mission, vision, values and strategic plan.

Responsible for building high return on investment partnerships that impact the community supporting a resilient recovery for the community and align with the Board's strategic plan and Working With Us Policy.

Lead contact with the MacMaster Research platform team. Working collaboratively with the Director team to ensure timely responses to all research requests and facilitating library system and community wide connections to sustain ongoing research.

Co-lead of In-Residence roles at HPL with Director of Public Services and Human Resources with a focus on Truth and Reconciliation and Social Services.

Lead facilitator in Fail Forward projects for the organization including service expansion pilots related to Food Insecurity and City of Hamilton co-managed programs and services including City Lab Research.

Priority projects include, Canadian Urban Library Council Digital Content Working Group members, movement of materials initiative, digitization strategy, new member engagement and resumption of programs with an equity, diversity and inclusion lens.

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### JOB DUTIES:

#### **Teambuilding & Staff Leadership**

- Leads by example and demonstrates the organizational values in all personal behaviours.
- Builds support for Hamilton Public Library vision and departmental goals / objectives by communicating expectations and rationale and by monitoring and measuring progress and outcomes. Looks for daily opportunities to highlight the connection between overall strategy and day-to-day activities.
- Creates a team environment that fosters and develops effective working relationships and high performance. Proactively addresses morale, cooperation and productivity issues.
- Acts as a change agent to positively influence others and manage change.
- Supports the development of a culture that is focused on customers, personal accountability, change, continuous improvement and learning.
- Collaborates with the Directors of Public Service to inspire, build and sustain a highly motivated and cohesive Library Collections and Program supervisory team by providing ongoing coaching and building Manager competence.
- Supervises and monitors the performance of direct reports, including regular onsite visits to departments and branch locations.
- Conducts annual performance appraisals that include the creation of development plans for all direct reports to build core competencies and personal effectiveness.
- Deals with employee relations issues based on a sound understanding of the collective agreement, policies/procedures and good management practice in collaboration with the Human Resources department.
- Celebrates individual, departmental and team successes by taking opportunities to express positive expectations of others and actively participating in the Employee Recognition Program.
- Conducts regular team meetings with the Manager group.
- Collaborates with Human Resources in areas of responsibility employee hiring, transfer, discipline and termination processes. Approves all new hires and transfers for area of responsibility.
- Facilitates concise, accurate, two-way and timely communication— system wide key internal / external stakeholders.

#### **Strategic & Operations Management**

- As a member of the senior team, participates in the development of strategic plans and the identification and implementation of annual project priorities and budgets in direct alignment with the Strategic Plan.

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- Participates in committees of the Board as required, and operating committees, including the Senior Management Team and Management Team.
- Acts as lead on identified projects and / or participates as a member of a project team or committee as required. Spearheads creation of a project plan, execution of the plan and review of outcomes / results.
- Establishes and maintains a collections management system including the selection, de-selection, relocation, planning and evaluation of the collections
- Plans, organizes and manages the activities and staff of an assigned area, including the development of a staffing model that places the right people in the right jobs at the right times.
- Plans, develops, implements and evaluates related services, examples but not limited to our delivery model, service streams, investigates and evaluates alternate methods of obtaining materials such as leasing and exchange services etc.
- In collaboration with the Managers sets goals and objectives for the assigned areas, monitors progress and evaluates outcomes.
- Evaluates performance and achievements of each area of responsibility and makes recommendations to the Chief Librarian regarding effectiveness of the service and its requirements.
- Analyzes operational results to determine and implement corrective action plans.
- Ensures employees understand strategic plans and rationale and that key objectives are achieved in a timely manner related to the specific service areas.
- Develops, implements and communicates Services & Operations policies in collaboration with the senior team. Oversees application of policies and the development and implementation of related procedures.
- Ensures policies are understood and followed by public and employees. Deals directly with customers to resolve issues when necessary and, as assigned, issues banning letters as per HPL policy.
- Oversees workflow analysis and re-engineering of areas assigned.
- Tours work areas regularly, talking with staff and customers
- Identifies and resolves urgent and / or safety and / or risk management issues. Acts as a key resource to manage business continuity matters and issues, such as closures.
- Collaborates with other members of the Senior Team to procure goods and services, plan, develop, implement and evaluate the Library's collections, including the preparation and evaluation of RFPs for the provision of collections and to liaise with vendors, negotiate services and discounts using through RFP's and other application processes as governed by City of Hamilton Policy.
- Attends, prepares reports or participates in Library Board or City of Hamilton meetings, as required.
- Acts on behalf of CEO and/or serves as representative as required.

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### **Service Excellence**

- Monitors, analyzes and reviews operational processes and systems to ensure they are executed with excellence, seeking out innovative and effective ways to continuously improve quality of services to customers and maximize efficiency.
- Maintains an awareness of emerging trends in information science and public librarianship, and incorporates these trends as appropriate.
- Supports implementation of strategies for service improvement. Fosters and enables recommendations for improvements in related services from Management team, staff and the public via various customer feedback mechanisms.
- Sets Library service standards and targets in collaboration with the Senior Team.
- Provides direction and coaching to Managers regarding service standards / levels and delivery models.
- Manages and participates in the complaint management process, ensuring timely follow up and resolution of complaints.
- Monitors accomplishment of targets for area of responsibility and develops corrective active plans to address variances.

### **Financial Management**

- Develops and submits service delivery budget requirements for area of responsibility on an annual basis.
- Provides input to Senior Team re: resource requirements and recommends priorities for annual capital and operating budgets.
- Manages budget for assigned areas, ensuring that expenses are controlled and action plans developed for negative variances.
- Assesses and manages staffing complement, including “gapping” to ensure expenditures do not exceed targets.
- Advises and directs Managers reporting into assigned area re staffing resource allocations i.e. casuals.

### **Management of Relationships with Internal & External Partners**

- Actively participates in the Senior Management team and collaborates with and provides solutions / support to achieve strategic goals and objectives.
- Leads and / or participates on Hamilton Public Library cross-functional teams to lend skills, competence and knowledge.
- Develops and maintains mutually beneficial external relationships: City, educational institutions, counterparts at other libraries, etc. to share best practices and ensure that HPL's interests / concerns are represented.

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- Keeps current in the library field through continuing education, attendance at conferences and workshops, participation in professional associations and networks, to enable HPL to be an early adapter of key and appropriate ideas, programs and processes.
- Builds effective, collaborative relationships with key business partners to develop solutions and facilitates concise, accurate, two-way and timely communication to internal customer groups, including problem solving and troubleshooting support.
- Contacts vendors to negotiate, and monitor the placement of, new and emerging information products.
- Performs other duties as assigned and relevant to the role.

### QUALIFICATIONS:

- Masters of Library Science Degree
- Relevant Undergraduate Degree in a related program
- Demonstrated leadership experience with proven managerial skills 5 to 7 years experience in a management level role related to Library services
- 5 years experience working in aspects of Collections and Youth Services in a large public library setting
- Excellent people skills including management, negotiation and coaching.
- Demonstrated ability to direct the delivery of library services in a large public library system making use of broad management and strong leadership skills complemented by an innovative and results-oriented approach.
- Ability to motivate staff and foster a co-operative and harmonious team environment.
- Demonstrated level of professionalism and confidentiality with strong ethics.
- Knowledge of and experience in major capital projects e.g. renovations
- Experience with building systems/building maintenance
- Excellent communication skills both oral and written
- Proficient with programs including Microsoft Office such as word, excel and power point, library technology including integrated library systems, databases, Internet applications and public interfaces
- Demonstrated ability to effectively manage multiple projects and priorities at the same time.
- Superior conflict management and problem solving skills
- Sound knowledge of relevant legislation and industry policy statements
- Knowledge of financial management methods including program costing, budget forecasting and monitoring of expenses
- Demonstrated record of achieving strategic outcomes in a timely manner
- Current knowledge of all aspects of library service, administration and management.

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- Willingness to take job related courses in the development and maintenance of professional currency and competency as well as in pursuing and acquiring the skills necessary for career advancement.
- Demonstrated knowledge/compliance in regards to the Ontario's Health & Safety Act and other applicable regulations as it relates to the position.

### **Applying:**

The deadline for this application is 11:59 p.m. on February 14, 2022.

- Please visit [www.hpl.ca](http://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.

**Vaccine Verification** – As a condition of employment you are required to provide proof that you are fully vaccinated or provide proof of valid exemption satisfactory to the employer prior to your start date. You must acknowledge and agree to comply with any future vaccine policy requirements as an ongoing condition of employment at the City of Hamilton.

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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.