

DIRECTOR, PUBLIC SERVICE

July 2022

Freedom to Discover it's more than our mission statement; it is our promise to the community to be inclusive, to be relevant and to be innovative. We deliver on this promise. As the recipient of provincial, national and international awards, the Hamilton Public Library celebrates excellence. Hamilton is a community of 560,000, located at the heart of the Golden Horseshoe region of Southern Ontario. The city is home to a thriving arts and culture sector, is undergoing an economic renaissance, and offers many natural wonders including the Niagara escarpment. Urban, suburban and rural residents are all well served by the Hamilton Public Library. We have over 4 million visits annually at our 23 locations and 2 bookmobiles, with annual circulation of 7 million. We provide an expanding collection of digital services through our website, www.hpl.ca.

The library system is recognized for its innovative partnerships, community leadership and a commitment to service excellence. We have a strong performance culture that is reflected in the dedication of 380 library staff members. We value intellectual freedom, inclusiveness, innovation, respect and accountability. The Library Board adopted a new [Strategic Plan](#) and we are currently recruiting for a senior Public Services Director to play a key role in advancing our priorities. If you thrive in a fast-paced, dynamic environment that supports meaningful collaboration and have exemplary leadership skills, we want you on our Senior Leadership Team.

DESCRIPTION SUMMARY:

The Director of Public Service is a member of the Library's Senior Leadership Team (SLT). Reporting to the Chief Librarian/CEO, the Director of Public Service plays an executive leadership role in ensuring library services and programs remain relevant and are delivered in an effective manner. The Director will have a number of managers reporting to them and will serve as an Executive Sponsor of key Library Steering Committees. Directors attend monthly Library Board meetings and act as senior advisors to the Chief Librarian/CEO, SLT and the Library Board. The successful candidates will have at least 6 years of library management experience with a strong record of accomplishment and proven collaborative leadership skills.

The Senior Leadership Team is using this process to improve the balance between Director portfolios and set the Library up to address key challenges for the coming decade. Included in the vacant portfolio is Branch Libraries. The final distribution of portfolios will be determined at the completion of the recruiting process.

JOB DUTIES:

Teambuilding & Staff Leadership

- Leads by example and demonstrates the organizational values in personal behaviours.
- Creates a team environment that fosters trust and develops effective working relationships and high performance. Proactively addresses morale, co-operation and productivity issues.
- Builds support for Hamilton Public Library vision and goals / objectives by communicating expectations and rationale and by monitoring and measuring progress and outcomes.
- Supports the development of a culture focused on residents, community development, personal accountability, positive change, continuous improvement, employee engagement and learning.
- Works collaboratively with other members of the Senior Leadership Team to inspire, build and sustain a highly motivated and cohesive team.
- Supervises and monitors the performance of direct reports, including regular onsite visits to departments and branch locations. Conducts regular team meetings with direct reports.

Director, Public Service – 1 Vacancy (Closes July 22, 2022)

- Conducts annual performance appraisals that include the creation of development plans for direct reports to build core competencies and personal effectiveness.
- Celebrates individual, departmental and team successes by taking opportunities to express positive expectations of others and actively participating in the Employee Recognition Program.
- Deals with employee relations issues based on a sound understanding of the collective agreement, organizational values, policies/procedures and good management practices in collaboration with the Human Resources Department.
- Collaborates with Human Resources in areas of responsibility for 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 Leadership Team, participates in the development and implementation of strategic plans and annual business plans.
- Acts as an executive sponsor on identified projects. Ensures the creation of an effective project plan and oversees execution.
- Directs the planning, development, implementation and evaluation of program and service developments.
- Evaluates performance and achievements of each area of responsibility and makes recommendations to the Chief Librarian/CEO regarding effectiveness of the service and its requirements.
- Ensures employees understand strategic plans and rationale and that key objectives are achieved in a timely manner.
- Ensures employees understand policies and use effective judgment in applying them. When issues are assigned or escalated, works directly with customers to resolve issues.
- Identifies and resolves safety and other risks using a risk management framework.
- Collaborates with other members of the Senior Leadership Team to procure goods and services, consistent with policies and procedures. Liaises with vendors, negotiate services and discounts using RFP's and other application processes as governed by City of Hamilton Policy and the Library Board.
- 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.

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 effectiveness.
- 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 Leadership Team.
- Manages and participates in the complaint management process, ensuring timely follow up and resolution of complaints.
- Monitors accomplishment of targets for areas of responsibility and develops corrective action plans to address variances.

Financial Management

- Works with the Senior Leadership Team to develop the Library's operating and capital budgets for Library Board approval.
- Provides oversight and management of budgets for assigned areas. Ensure effective controls are in place and procurement rules are adhered to.
- Works with managers in assigned area to ensure resources align with service priorities. Continually looks for opportunities to shift funds to priority areas.
- 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.
- Proactively assists with attracting funding to the Library through grants and other approved mechanisms.

Management of Relationships with Internal & External Partners

- Actively participates in and collaborates with the Senior Leadership Team and other Library teams to identify and provide solutions 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 with: City, educational institutions, non-profits, business partners and counterparts at other libraries.
- 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 partners to develop mutually beneficial solutions.
- Facilitates concise, accurate, two-way and timely communication to internal and external groups.
- 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/Information Science Degree from an ALA credited institution.
- Demonstrated leadership experience with proven managerial skills. A minimum of 6 years of experience in a management level role related to Library services.
- Excellent people skills including management, negotiation and coaching.
- Demonstrated ability to direct the delivery of library services in a large 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.
- 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 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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- Displays a commitment to continuous learning in order to remain current with the library's policies and procedures, relevant legislation, trends, best practices and professional knowledge
- Demonstrated knowledge/compliance in regards to Ontario's Health & Safety Act and other applicable regulations as it relates to the position.

Applying

- The deadline for this application is 11:59pm July 22, 2022
- **The commencement of the interview process will begin as qualified applications are received**
- Please visit www.hpl.ca/jobs and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.
 - or
- Send resumes to hr@hpl.ca
- 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.

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.