Role Description

MANAGER, LOCAL HISTORY & ARCHIVES

POSITION NUMBER: 8679
PAY GRADE: 6 - $92,190.28 - $107,820.44 ANNUAL
LOCATION: CENTRAL LIBRARY
SCHEDULE: 35 HOURS PER WEEK
START DATE: AS SOON AS POSSIBLE

SUMMARY:
Reporting to the Director of Collections & Program Development, the Manager of Local History and Archives (LHA) is responsible for the responsive and effective operation of the LHA department, applying a system-oriented perspective of public library services and operations. The Manager is aware that the public’s experience in a library is vital to the success of the organization and is committed to making a difference in people’s lives. They are continually assessing services, using information and data from a variety of sources to constantly improve services and operations in a changing environment. Working with the Director to manage 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. The Manager is an excellent communicator who motivates staff, models excellent customer service, leads service development and builds community connections. They are self-starting, results-oriented individuals who seeks challenges, accepts responsibility, and works well independently and as a team player.

JOB DUTIES:

- Manage the daily operations of the department. Supervise the staff of the department. Responsible for allocating, within the service unit, staff and other resources to provide efficient and evolving service to customers.
- Continually evaluate and improve operational procedures, programs and services, to ensure efficient, customer-centered operations.
- Work with the Archivist when donors are identified and donations are to be accepted following established policies.
- Work with the Archivist to establish, document and implement processing procedures necessary to maintain physical and intellectual control of holdings.
- Accept and appraise the transfer of institutional records, in accordance with established records schedules.
- Oversee the accession and deaccession of archival and artifact collections.
- Assist with exhibition and program development by identifying opportunities to coordinate and integrate archival material into museum exhibits and displays, and other programs of interest.
Freedom to Discover

- Coordinate department and individual work plans / workflow; establish priorities and direct staff effectively to support library objectives and priorities. Responsible for allocating, within the department, staff and other resources to provide efficient and evolving service to customers.
- Ensure facility retains its appeal (from public and staff perspective) with furniture, equipment and building maintenance. Communicate and follow-up on building issues.
- Contribute to, and support, system-wide operational issues, committees and projects. Work with all library managers to implement a quality service approach to ensure the highest level of customer satisfaction.
- Act as a resource to staff in the measurement of service quality, customer satisfaction and the implementation of continuous improvement programs in terms of archival best practices. 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.
- Provide staff direction and report regularly to senior management on matters relating to the performance of collection, staff and other relevant matters.
- Commit to, support and communicate systems values to staff.
- Administer the collective agreement within the assigned service unit. Manage staff and staffing requirements including interviewing, recommendations for hiring, setting/prioritizing and measuring performance objectives and conducting regular performance reviews.
- Evaluate, plan and ensure the adequate training and career development for staff, within programs provided by the library system, including technological change.
- Manage, coordinate and participate in problem resolutions for existing programs. Provide after hour support in the event of major problems and act as primary contact to inform support departments about problem situations.
- Participate in community activities; identify and build on collaborative opportunities.
- Establish and maintain relations with community partners, stakeholders, managers and staff while responding to trends and public interests.

**Develop and evaluate library services and operations**

- Ensure that the public’s experience of the public library is positive. Continually assess the public’s needs/interests and work collaboratively with staff, Managers and Directors to develop responsive service strategies.
- Ensure that the approach to the development, delivery, evaluation and accountability of services reflects sound business practices.
- Respond to customer service comments and concerns and resolve customer complaints.
- Ensure that services such as information, readers’ advisory services, circulation and programs are appropriate, well-delivered, and that the intent and spirit of Library policies
is understood and consistently applied. Ensure that the approach to the development, delivery, evaluation and accountability of services reflects sound business practices.

- Ensure LHA collections are relevant, easy to use, well-maintained following archival principles, and displayed appropriately in accordance with guidelines regarding LHA policy.
- Contribute to the development and implementation of the Library’s Strategic Plan and related service plans. Adhere to systems standards.
- Acquire and analyze information; prepare reports and recommendations; assess services, support service changes and new program initiatives using relevant factual information.
- Maintain professional affiliations and involvement and keep skills and knowledge up-to-date as related to library services and archival best practices.
- Alert management and senior leadership concerning issues or problems that may impact on system-wide decision making.
- Perform duties of a Librarian/Archivist as required.
- Work with all library managers and senior leadership to adjust policy and guidelines to the changing corporate and technological environment.
- Maintain knowledge of relevant legislation, policies, archival best practices and professional issues including copyright law, Intellectual property, and censorship. Ensures compliance with the Library’s Intellectual Freedom policy.

**Budget and Planning**

- Manage department budget ensuring that expenditures stay within annual budget allocations and alerting senior leadership of forthcoming issues.
- Participate in reviews of the system Budget. Develop and maintain appropriate reporting mechanisms that provide information to senior leadership about the budget and the impact of budget decisions on library performance.
- Obtain quotes following the Purchasing Policy and make recommendations for purchase; act as liaison to the Financial Services Department.
- Work with all library managers and senior leadership to develop and implement action plans to lower library costs and improve service.
- Perform other responsibilities as assigned which are directly related to the normal functions of this position with minimal supervision and direction.
- Implement and maintain service agreement contracts, grant proposals, relationships with agencies.

**QUALIFICATIONS:**

- A Masters Degree in Archival Studies (MAS) or Library/Information Studies (MLIS, MIS).
- Completion of Archives focus from an ALA accredited institution would be an asset.
- Additional formal management courses an asset.
- A minimum of three to five years recent progressive professional experience in a public institution, demonstrating a customer-service orientation, a record of accomplishment, and a variety of work experiences.
- Knowledge and experience of archival principles, systems and practices.
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- Working knowledge of existing and emerging standards related to archives, descriptive standards (e.g., RAD), digitization, preservation practices, metadata standards (e.g., MARC, DC) and records management principles deemed an asset.
- Experience in writing applications for grants, implementing grant deliverables, and satisfying agency reporting requirements an asset.
- Experience working with archival and photographic collections an asset.
- Self-directed, well organized, innovative, flexible, and collaborative; committed to intellectual freedom and other key principles of public librarianship.
- Excellent leadership and management skills. The ability to challenge, lead and inspire others to excel.
- Excellent written, verbal and presentation skills. An open communicator who inspires trust and seeks and sparks creative contributions from others.
- Excellent interpersonal, communication and conflict resolution skills.
- Self-starting, results-oriented individual with superior organizational 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, Office 365, databases, and internet browsers.
- Knowledge of current trends and professional issues in public library/archival services and management.
- Knowledge of, and experience with, providing, improving, and evaluating a range of library/archival services such as information, reader’s advisory, outreach, programming, and collection management.
- 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.
- Valid Ontario Driver’s License Class G

*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 August 5, 2022
- **The commencement of the interview process will begin as qualified applications are received**
- Please visit [www.hpl.ca/jobs](http://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.