



The City of Kawartha Lakes Public Library

Policy Number: LIB2017-18

Policy Name:

JOB DESCRIPTION OF THE CHIEF EXECUTIVE OFFICER / LIBRARY DIRECTOR

Developed By:	David Harvie, CEO / Chief Librarian	Date:	June 2014
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Position Summary

Under the direction of the City of Kawartha Lakes Public Library Board, the CEO/Library Director is responsible for the operational and financial management of the Kawartha Lakes Public Library and for advancing the Library's strategic direction in a manner that reflects the organization's mission, vision and values. The CEO/Library Director serves as Secretary and advisor to the Library Board and as its primary representative to the community, community organizations, media, municipal administration and other levels of government and professional organizations. The CEO/Library Director works closely with the Municipal Departments and members of the City's Senior Management Team.

Duties and Responsibilities

The following duties and responsibilities indicate the general nature and scope of work associated with the position. This description is designed to highlight a comprehensive list of the activities, duties and responsibilities required in the role of CEO and Library Director. That said, the role of CEO/Library Director is varied and additional duties are often required.

Administration and Board Support

- Ensures that the Library is operated in accordance with relevant legislation and best practices.
- Develops policies and procedures to guide efficient and effective library operations.
- Cultivates a healthy, mutually empowering relationship with the Library Board.
- Structures and supports the Board's work.
- Facilitates Board effectiveness through orientation and education.
- Prepares and reports measures of performance and progress to the Board and the Ministry of Tourism Culture and Sport as required.
- Perform other duties as assigned by the Library Board.

Leadership

- Provides vision and guidance to library staff, board members and the community.
- Contributes to effective decision making regarding library services and resources.
- Leads and empowers employees to deliver effective, high-quality library service.

- Applies change management strategies to assure effective implementation of change and acceptance by all stakeholders.

Fiscal Management

- Establishes strategic financial management processes, using sound business and financial judgment.
- Develops the library budget for the approval of the Library Board.
- Aligns the budget with the library's strategic plan.
- Promotes and justifies the library's needs to funding authorities.
- Predicts expenses for the coming year based on a good understanding of the library's financial situation, changes in services or operations and new demands for service.
- Works with the Board Treasurer to present monthly budget reports for the Board's review.
- Identifies and pursues alternate funding sources.

Personnel Management

- Responsible for hiring, discipline, dismissal, performance management and training of staff, in consultation with City Human Resources Department.
- Supports an organizational structure that enables a culture of teamwork and exemplary service.
- Works to support a healthy work environment and comply with employment laws, regulations, policies and applicable Collective Agreements.
- Plans for and supports staff development.
- Administer the terms of the applicable Collective Agreements and applicable policies, in collaboration with Human Resources.
- Manage library volunteers with a focus on promoting engagement, and observance of procedures and protocols.

Planning

- Designs and implements an ongoing planning process for the library.
- Develops and implements an operation plan and work plan based on the library's strategic plan.
- Evaluates the library's ongoing efforts to meet the goals and objectives identified in the library's strategic plan.
- Employs sound project management principles and procedures in the planning and implementation of programs and services.

Public Services

- Enforces the library's policies and procedures in the supervision of public service.
- Manages the efficiency and effectiveness of all library services and connects the work of all service areas with the organization's decision-making processes.
- Manages and advocates for programs and outreach services that advance the Library's mission.
- Manages, designs and/or implements outreach services and library programs for targeted adult groups, teens and children that offer information, skill development or entertainment.
- Applies effective techniques in addressing customer concerns or complaints.

Facility Management

- Manages the library environment in all branches to enhance the user experience.
- Creates a welcoming and user-friendly physical environment that encourages all community members to use library services.
- Creates and maintains a healthy and safe environment for library users, staff and volunteers.

- Coordinates with City departments to ensure the ongoing operation and maintenance of all library's facility and related capital equipment.
- Works with City departments to develop and implement library building and renovation projects.

Collection Development

- Establishes collection development policies and procedures.
- Oversees the selection, acquisition, organization and maintenance of the library's collection of print, archival, electronic and digital collections.
- Manages the processes by which library materials are ordered, received and tracked.
- Establishes procedures and resources to support the acquisition of library materials.
- Executes the functions associated with tracking the expenditures and accounting for acquisitions.

Partnership Development, Communications and Public Relations

- Employs a variety of marketing and promotional tactics to raise awareness of the library and its programs and services.
- Builds community support for the library, using a variety of methods.
- Liaises with library Friends groups.
- Develops and encourages strategic partnerships with community organizations.
- Ensures that open, transparent and positive internal and external communications are in place.
- Cultivates a presence and strong working relationship with municipal council and staff.

Technology

- Formulates and implements an ongoing technology planning process.
- Develops strategies and processes for purchasing technology for the library through City IT.
- Creates, evaluates and implements policies and procedures for library technology in regards to library services.
- Participates in the Ontario Library Consortium (OLC) Integrated Library System (ILS).
- Liaises with City IT staff and vendors.

Qualifications and Experience

- Master's Degree in Library Science or Information Studies from an ALA accredited program.
- Minimum four years of related progressive management experience, preferably in a unionized public library environment.
- Proven skills in all aspects of supervision including team leadership, training, and hiring, evaluating, coaching and motivating staff.
- Demonstrated ability to contribute to and build upon a positive and healthy work environment.
- Demonstrated knowledge and experience in the principles and practices of accounting, budgeting and financial planning.
- Demonstrated understanding of emerging trends, new technologies and advancements in public libraries and customer centered service.
- Proven history of partnering with community organizations in the provision of programs and services.
- Strong working knowledge of library automation, technical services and collections management.
- Superb organizational and team building skills to supervise a diverse complement of full-time and part-time staff.

- Demonstrated ability to exercise discretion and tact and maintain a high degree of confidentiality at all times, complying with all applicable privacy legislation and local policies and procedures.
- Effective oral communications skills; attention to detail and accuracy.
- Excellent written communication skills; attention to detail and accuracy.
- Demonstrated time-management skills with the ability to prioritize workloads and meet deadlines with minimal supervision.
- Ability to travel to branches and communities within the City.
- Upon conditional offer of employment, a Criminal Record Check, including a Vulnerable Sector Search, will be required.

Core Competencies

- Ability to lead, manage and adapt to change effectively.
- Understanding of the framework for public library service in Ontario.
- Strong technical knowledge including:
 - Integrated Library Systems
 - Web development and content management systems
 - Media labs and/or maker space technologies
 - Social Media – Twitter, Facebook, etc.
 - Microsoft Office
 - Municipal finance software (JD Edwards)
- Excellent oral and written communication skills.
- Proven organizational, analytical and project management skills.
- Understands and acts in accordance with the professional values and ethics of public library service.
- Demonstrated aptitude for creative problem solving.
- Demonstrated ability to conduct strategic planning and goal setting.
- Acts to ensure and promote a safe and healthy work environment for all staff.
- Active commitment to personal growth and lifelong learning.

Supervisory Relationships

Directly supervises the following employees:

- Administrative Assistant - 1
- Area Co-Ordinators Library – 2
- Library Specialist – 3
- Students

Working Conditions

- Normal working hours are 37.5 hours per week with core working hours between 8:00 a.m. and 5:00 p.m.
- May be required to work additional hours if volume and scope requires.
- Combination of general office environment and travel to outlying locations, in accordance with job requirements.

Confidentiality

This position will abide by the City of Kawartha Lakes Employee Confidentiality Statement and Code of Conduct and Ethics Value Statement of Commitment.

The statements contained in this job description reflect the general details necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.