

**Position:** Director of Public Services **Position #: P001-14**  
**Department:** Public Services  
**Reports To:** Chief Executive Officer  
**Supervises:** All Branches, Adult and Youth Collections Librarians, Circulation  
Co-Ordinator, Virtual Branch Head

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### ***I. Position Summary:***

Reporting directly to the CEO, the Director of Public Services (DPS) is a key part of the ORL's senior management team. Working collaboratively with the Library Board, the CEO, senior management and library staff, the DPS assists in developing organizational strategy and vision. The DPS takes a lead role in developing public facing services of the organization, including programs, circulation, public use of facilities, and electronic services. The DPS develops and leads the ORL's strategy on community relationships, whether with institutional partners, patrons, or stakeholders. The DPS is highly skilled in staff development, using a combination of engagement, coaching, directing, and evaluation techniques to ensure staff are empowered and effectively deployed members of the ORL team.

### ***II. Accountabilities:***

#### **STRATEGY DEVELOPMENT**

- For all assigned portfolio areas, the DPS is responsible for the development of strategy, including priorities, targets and deliverables. This is a key accountability mechanism. Annual plans will be subject to approval, and performance evaluation will be tied to strategic outcomes.

#### **PUBLIC SERVICE EXCELLENCE**

- Leads the provision of relevant, accessible and high-quality library services, collections, programs, and spaces that are responsive to community needs and expectations.
- Identifies and prioritizes core outcomes for service delivery streams and constituent groups.
- Analyzes and reports on key metrics for public service operations and employs an evidence-based approach to decision-making.
- Oversees quality management by: setting public service standards and targets; setting goals and objectives; determining priorities and directing resources accordingly, developing and evaluating policy; monitoring accomplishment; assessing variables affecting success; developing plans to address variances; and reporting on progress and outcomes.

#### **COMMUNITY RELATIONSHIPS**

- Directs Public Services collaboration with external partners. Works with Public Services team to develop strong community relationships and meaningful collaborations in areas of strategic importance.
- Facilitates communication of information within Public Services and other library departments and with key external stakeholders.
- Directs customer service feedback processes, including complaint management process, ensuring timely follow up and resolution of concerns.

## **STAFF LEADERSHIP**

- Recognizes and, as far as possible, fully deploys the strengths of staff members.
- Leads, develops, empowers, and engages staff to support the fulfillment of the library's vision, mission, and strategic plan.
- Manages and makes the final decisions in respect of the selection, training, supervision and discipline of public services staff.
- Employs an array of supervisory tools, including coaching, directing, evaluation, employee / team recognition, mediating, change management, discipline, demotion, and termination, as appropriate.
- Administers and makes decisions with respect to union contracts for professional and support staff. May act for the employers in dealing with employee grievances and may represent employer, as appointed, in negotiations with the Canadian Union of Public Employees and the Professional Employee's Association. May act as ORL representative on OH&S and labour management committees.
- Assesses organizational structure and its effectiveness within the Public Services department and determines and implements required changes.
- Actively cultivates a climate of cooperation, customer service excellence, innovation, fun, and achievement amongst staff.
- In collaboration with the HR manager, ensures proper safety procedures are identified and followed.

## **COLLABORATION**

- Builds collaborative and productive working relationships across the Library organization.
- Works with the Library Board, CEO, senior management, and library staff to bring the ORL vision, mission, and strategic plan to life.
- Works with the CEO and Senior Team on the development and monitoring of the Strategic Plan, supporting the Library's ability respond to current and future opportunities and challenges.
- Co-ordinates, assesses, and determines annual budget estimates for public services and ensures that expenditures are kept within approved budget allotments.
- Participates in budget development. Manages budget for assigned areas, ensuring that expenses are controlled and action plans developed for negative variances, and works with direct reports to ensure they understand and can comply with budget requirements.
- Collaborates on the planning of public spaces.
- Acts as project sponsor or manager on identified strategic initiatives and projects.
- Provides advice and input about services and operations to project sponsors/managers leading strategic initiatives and projects.
- Ensures Public Services staff understands the strategic plan and priorities and are engaged in opportunities to participate in initiatives and projects.

### **III. Authority:**

Generally has and may exercise all powers necessary for effectively carrying out these responsibilities.

### **IV. *Knowledge, Ability and Skills:***

- Outstanding client relationship skills
- Demonstrated executive leadership skills
- Ability to establish & maintain effective working relationships with staff and to work in a team environment
- Excellent human relations, human resources, communication and organizational skills

- Demonstrated fiscal responsibility including preparing budgets as well as managing financial and material resources accordingly
- Demonstrated ability to work effectively in a large and complex public sector organization
- Demonstrated ability to administer collective agreements
- Recognized involvement in professional associations and activities.

**V. *Qualifications:***

- Master's Degree in Library Science (or equivalent) from an ALA accredited library science program.
- Minimum seven years' experience in a public library, including three years in senior administrative and management positions.
- Valid B.C. driver's license
- Own vehicle

**VI. *Working Conditions:***

Works predominantly in an office environment. Considerable travel to the branches. High degree of contact with employees.