

	POLICY: <b>Job Description of the Chief Executive Officer / Library Director</b>		POLICY NO: <b>LB 04</b>
	POLICY LEVEL: <b>Library Board</b>	LAST REVIEW / REVISION DATE: SEPTEMBER 5, 2023	SCHEDULED REVIEW DATE: SEPTEMBER 2027

# Job Description of the Chief Executive Officer / Library Director

The Chief Executive Officer (CEO) / Library Director works with the Library Board to provide professional expertise and strategic leadership, innovation and vision in the delivery of effective, high quality, public library service. They plan, organize, direct and evaluate all facets of library operations to meet the needs of the community for public library services within the strategic, policy and financial framework established by the Library Board. The CEO also functions as Secretary/Treasurer of the Library Board. The CEO reports directly to the Stratford Public Library Board. All Library Board authority delegated to staff is delegated through the CEO.

## 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.

### Commitment to Patrons and Provision of Excellent Library Services

- Demonstrates commitment to excellence in provision of library services.
- Demonstrates care for and commitment to patrons.
- Promotes mutually respectful relationships between staff, and between staff and patrons.
- Provides guidance, focus and leadership to ensure the provision of excellent library services.
- Takes the necessary steps to provide a safe and caring environment in the library.
- Takes the necessary steps to provide facilities that enable the provision of excellent library services

### Administration and Board Support

- Ensures the Stratford Public Library is operated in accordance with relevant legislation and best practices.
- Develops policies and procedures to guide efficient and effective library operations
- Establishes and maintains positive working relations with the Library Board.
- Structures and supports the Library Board in performing its role.
- Facilitates Library Board effectiveness through orientation and education.
- Prepares and reports measures of performance and progress to the Library Board and Ministry of Tourism, Culture and Sport as required.
- Communicates effectively with the Library Board and individual board members.
- Performs other duties as assigned by the Library Board.

## **Leadership**

- Leads the library and ensures the organization is dedicated to excellence and has a steadfast commitment to meet or exceed the performance expectations of all stakeholders – customers, employees, Library Board, City Council and the community at large. Ensures that patrons of the Stratford Public Library receive services in accordance with appropriate guidelines for library service in the City of Stratford.
- Understands and evaluates professional trends and ensures that the library remains at the forefront of innovation, ensuring relevancy to its customers.
- Leads by example and models problem-solving skills and responsibility / accountability through personal example and excellence.
- Nurtures a senior management team that is capable of leading library wide change management and improvement initiatives.
- Develops and sustains an organizational culture that embodies open and two-way communication, customer focus, learning and innovation, accountability, teamwork, respect and trust.
- Develops and maintains positive and effective relations with staff at the provincial and local government levels.
- Undertakes professional development related to the role of the CEO.

## **Fiscal Management**

- Ensures that the fiscal management of the Stratford Public Library is in accordance with the City of Stratford's regulations and procedures, recognizing that the Library's Treasurer is also Treasurer of the City of Stratford.
- Develops the library budget for the approval of the Library Board.
- Aligns the budget with the library's strategic plan.

## **Planning**

- Provides leadership for the development of the strategic plan identified in Board Policy LB 08.
- Ensures involvement of the Library Board members in the strategic planning process.
- Evaluates and reports regularly on the progress made toward realizing the strategic plan.
- Designs and implements a work plan based on the library strategic plan.
- Employs sound project management principals and procedures in the planning and implementation of programs and services.

## **Personnel Management**

- Responsible for all personnel-related issues, save and except those personnel matters precluded by Board policy or legislation. This includes hiring, discipline, dismissal, performance management, and training of staff.
- Works to support a healthy environment and comply with employment laws, regulations and policies.
- Plans for and supports staff development.
- Makes succession plans to ensure strong future leadership and staffing for Stratford Public Library.

## **Facility Management**

- Manages the library environment 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 the library facility and related capital equipment.
- Works with City departments to develop and implement library building and renovation projects.

### **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.
- 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 City Council and staff.
- Ensures that library patrons and all Stratford residents have the opportunity to provide appropriate advice on the provision of library services and the extent to which the needs of the patrons, residents, and the community are being met.
- Establishes effective recognition programs and strategies to ensure that internal and external audiences are aware of volunteer, staff and Library Board successes.

### **Collection Development**

- Establishes collection development policies and procedures.
- Oversight of selection, acquisition, organization and maintenance of the library's print, electronic and digital collections.

### **Technology**

- Formulates and implements an ongoing technology planning process.
- Develops strategies and processes for purchasing technology for the library.
- Creates, evaluates and implements policies and procedures for library technology in regards to library service.
- Participates in the Perth County Information Network partnership for Integrated Library System (ILS) and other technology services.
- Liaises with City IT staff and vendors.

## **Qualifications and Experiences**

- A Master of Library and Information Science degree from an ALA accredited institution.
- Minimum 5 years of relevant management experience, including at a senior level within a public library.
- Proven track record in the areas of organizational leadership, strategic planning, operations management, service excellence, finance, public relations and marketing and partnership development.
- Leadership experience in innovative, progressive and successful service and program development and implementation.
- Exceptional communication and presentation skills, both written and verbal.
- Demonstrated understanding of emerging trends, new technologies and advancement in public libraries and customer centered service.

- Strong working knowledge of library automation, technical services and collection management.
- 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.
- Demonstrated time-managements skills with the ability to prioritize workloads and meet deadlines with minimal supervision.

### Related Documents:

- LB 01 Vision and Mission
- LB 03 Board Job Description
- LB 05 Delegation of Authority
- LG 08 Strategic Planning

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