November 28th 2022

# Stratford Public Library

**Job Title:** Community Engagement Supervisor
(Full-Time Permanent)
**Classification:** Supervisor

## Summary

Reporting to the CEO, as a member of the Administration Team, the Community Engagement Supervisor is responsible for overseeing:

- the members of the Outreach Team and its activities
- the members of the MakerSpace Team and the MakerSpace's operations and activities
- all functions related to Volunteer Services

These services fulfill key goals of the Stratford Public Library by expanding what is possible for libraries to contribute to their community, and to engage the community in meaningful programs and volunteer opportunities.

## Duties and Responsibilities

1. Supervising the Outreach and MakerSpace Teams in their mission to design, implement, and evaluate experiential programs that complement the Library's collections and encourage members of the community to explore their potential and connect with each other.
2. Oversee the MakerSpace: manage its inventory, plan for its growth and development, and seek funding for projects as appropriate.
3. Perform all the functions of the volunteer cycle including: creation of procedures, recruitment, screening, selection, training, supervision, recognition, and reporting.
4. In collaboration with other service departments, develop and evaluate volunteer assignments that align with the library's strategic plan, and that support library operations, services, and programs.
5. Establish cooperative relationships and meaningful partnerships with organizations and agencies in the community.
6. Maintain ongoing communications and liaison with staff across service departments within the organization to ensure effective communication between staff and volunteers.
7. Assist with select administrative duties in the absence of the Executive Assistant.
8. Participate in library committees, external committees/associations, and other work groups to achieve the goals of the Library.

9.  Resolve customer service problems and empowers public service staff to do the same.
10. Assume responsibility for maintaining the safety and comfort of the Library; reports issues and incidents to the appropriate personnel.
11. Regularly participate in training opportunities and maintains awareness of developments in the field. Shares developments with colleagues when relevant; suggests and incorporates new ideas whenever resources allow.
12. Other duties as required.

## Formal Qualifications

1.  An MLIS degree from an accredited library school, or equivalent combination of education and experience.
2.  At least 3 years of progressive, successful management experience in a library setting.
3.  Proven ability to deal effectively and positively with the public.
4.  Excellent communication skills.
5.  Demonstrated competency with current information technology
6.  Ability to maintain effective working relationships at all levels within an organization

## Terms of Employment

**Hours and Location of Work:** 35 hours of work per week. This position is typically scheduled for Monday – Friday 9-5. Occasional flexibility is required to attend evening or weekend meetings/programs.

**Rate of Pay:** $ 40.68 - $ 47.86 per hour / $74,038 - $87,105 (2022; 2023 rate pending)

**Benefits:** OMERS Pension Plan

Extended Health Care (employer-paid)

LTD & Life Insurance plan (employee-paid)

Employee Assistance Program

Annual vacation entitlement; new employees receive prorated 15 days during the first calendar year of service

Paid sick leave of up to 18 days per year

## Competition Specifics

**Application Deadline**: 11:59pm Wednesday, December 14th, 2022

**Interviews** to take place the week of January 9th – 13th, 2023

**Anticipated start date:** As soon as possible.

Please apply by e-mail to Julia Merritt, Library CEO, using this address: jmerritt@splibrary.ca. Applicants are thanked for their interest but only those individuals selected for an interview will be contacted.  The Stratford Public Library is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants are asked to make their particular needs known in advance.

Competencies (A fully trained incumbent will demonstrate the following skills/behaviors):
Personal/Interpersonal:

1. Practices conversation as a valuable means of exploring ideas and making sense together.
2. Communicates effectively using a variety of methods, to a wide range of audiences and individuals from diverse backgrounds. Selects and applies the most appropriate and effective communication skills to meet situational needs.
3. Demonstrates a strong work ethic, personal accountability, and a commitment to public service. Understands and acts in accordance with the professional values and ethics of library service.
4. Committed to personal growth and learning; manages the development of his/her career and improvement of skills
5. Anticipates and adapts to change and challenge effectively
6. Works effectively as a team player and leader, developing and maintaining healthy relationships with others to achieve common goals
7. Aptitude for creative and collective problem solving, including employing effective strategies to manage organizational politics, conflict, and difficult co-worker behaviours

Management/Leadership

1. Demonstrates a general understanding of key legislation that impacts the supervision of public service and volunteers
2. Enforces the library's policies and procedures in the supervision of others
3. Engages volunteers productively to support and enhance library operations and consistently applies the principles of volunteer management along every stage of the volunteer cycle.
4. Contributes to policy development
5. Practices leadership to provide vision and guidance to library staff
6. Contributes to effective decision-making regarding library services and resources
7. Manages meetings to optimize information sharing and decision making
8. Provides effective leadership of teams and applies change management strategies to assure effective implementation of change
9. Leads and empowers employees to deliver effective, high-quality library service
10. Engages staff in coaching conversations and implements strategies for performance management in conjunction with the CEO
11. Acts as customer service champion by managing the physical environment to enhance user experience, applies and models customer service skills, uses effective techniques for difficult situations with customers, and contributes to the development and evaluation of standards and practices for the delivery of quality service

12. Understands the operations of the service department and manages its efficiency and effectiveness
13. Manages the budget of a service, department or project
14. In tandem with the CEO, plans for and supports staff development by implementing and evaluating training strategies.
15. Maintains a safe environment for customers and staff

Outreach/Programming

1. Oversees the development of programs and services that meet the needs and interests of adults, children and young adults, including special interest groups and those not adequately served
2. Advocates for programs and services that advance the Library's mission
3. Employs sound project management principles and procedures in the planning and implementation of programs and services; leads project team with clear direction
4. Engages the community in conversation
5. Champions community resilience and well-being
6. Forms positive, strategic partnerships with community organizations
7. Manages and advocates for programs and outreach services that advance the Library's mission
8. Designs and implements outreach services and library programs for targeted groups that offer information, special skills or entertainment
9. Develops and delivers engaging programs
10. Monitors and evaluates projects and uses the results for project improvement
11. Documents library use in terms of community impact and value; builds community-wide support for the library

Public Service

1. Provides assistance to library users in a manner that is warm, welcoming and respectful
2. Pro-actively pursues opportunities to assist library users, anticipating needs and exceeding expectations
3. Demonstrates comfort in assisting library users with disabilities and accommodating special needs
4. Demonstrates a good working knowledge of the full range of programs and services offered by the library
5. Understands and executes the basic operations of the circulation function
6. Assists users in making the best use of the library
7. Assists users with choosing popular and recreational reading, viewing and listening choices

8. Develops strategies to stay well-informed as a readers' advisor
9. Facilitates library users' requests for information, whether adult, child, or young adult
10. Provides search and retrieval of requested information and presents results that are clear and of appropriate scope
11. Provides informal instruction and assistance to build skills of library users
12. Assists users with the use of public and personal computers and devices

## Technology

1. Understands and uses computer hardware and peripherals
2. Understands and performs basic operating system functions
3. Performs basic printing functions from common applications
4. Demonstrates intermediate to advanced proficiency with word processing programs
5. Demonstrates intermediate to advanced proficiency with spreadsheet programs
6. Demonstrates a general understanding of all the technologies used by the library e.g. catalogue, digital collections and subscriptions, website, social media, etc.
7. Understands and uses the Internet and web-based applications
8. Performs advanced information searches
9. Understands common security protocols related to internet use
10. Demonstrates intermediate proficiency with email applications and calendar/task management
11. Understands and uses common social networking and online collaboration tools
12. Uses technology to share information, communicate and collaborate
13. Demonstrates proficiency with presentation programs
14. Demonstrates familiarity and beginner-level proficiency with web-based office applications for online collaboration
15. Demonstrates beginner-level proficiency with photo-editing programs