

Job Description

Prepared: March 2018

Reviewed: November 2023

Reviewed By: Hanover Public Library Board (as approved November 2023)

Position Title:	CEO/Chief Librarian
Department:	Hanover Public Library
Reports To:	Hanover Public Library Board
Supervises:	Directly: All Library Staff Indirectly: None
Position Status:	Full Time
Location:	Hanover Public Library, 451 10 th Ave, Hanover ON, N4N 2P1
Pay Method:	Salary based on established hourly rate
Normal Work Week:	35 hours per week
Management Status:	Management, Supervisory
Remote Work Eligibility:	Occasional

Position Summary

The CEO/Chief Librarian has full responsibility for administering the operation of the Hanover Public Library on behalf of the Library Board and according to the Public Libraries Act. The CEO/Chief Librarian is responsible to the Board for the planning, administration, organization and management of all library operations and services, in accordance with goals and policies established by the Board, and for tourist information services for the Town.

Duties and Responsibilities

Operations

Chief Executive Officer

- a) Plans and directs the development, implementation, management, maintenance and evaluation of library services.
- b) Oversees planning, policy formulation, resource and budget allocation, program planning, administration and implementation.
- c) Initiates, coordinates and participates in long term planning with the Board.
- d) Envisions and develops strategic plans, policies and objectives with the Board and staff.
- e) Contributes input to succession management.
- f) Advises the Library Board and supports Board development, education and self-assessment.

- g) Is the communication conduit with the Town of Hanover.
- h) Acts as liaison between Hanover Public Library Board, Chamber of Commerce, Southern Ontario Library Service, representatives of a variety of levels of government, industry and tourist agencies and the community.
- i) Knows and applies local, provincial and federal laws and responds to new legislation.
- j) Understands local issues, consults with citizens and stakeholders, and addresses needs through library services.
- k) Establishes the library as an essential community service, builds community pride in the library, advocates library's role in the community.
- l) Identifies and pursues opportunities for generating additional revenue.
- m) Evaluates and implements appropriate technical developments.
- n) Provides reports required by Board, municipality, provincial and federal government and funding providers.
- o) Operates a registered charity and maintains charitable status.

Chief Librarian

- a) Manages daily operations of the library.
- b) Inspires a high standard of customer service and fosters a welcoming and friendly atmosphere in the library.
- c) Carries out Board policies and objectives.
- d) Plans, develops, assigns, directs and evaluates procedures, services and programmes.
- e) Budgets for adequate staff and resources to ensure the effective and efficient operation of the library and achieve service goals.
- f) Keeps complete and accurate records regarding finance, personnel, inventory, insurance, annual statistics, and membership.
- g) Provides for responsible and secure revenue handling.
- h) Responsible for ensuring the accuracy and security of confidential, sensitive and personal data relating to members and staff.
- i) Negotiates and maintains consortia agreements and contracts for service/supply.
- j) Researches, pursues and prepares grant applications for programmes and personnel.
- k) Plans, coordinates and conducts ongoing public relations programme to inform the public about the library and its services.
- l) Oversees the provision of tourism information services for the Town.
- m) Supports library staff in dealing with difficult patrons and situations.
- n) Performs all daily operational staff functions as required.
- o) Responsible for providing reliable computer equipment, a stable and secure internal staff network and Internet access, as well as separate public Internet and WiFi.
- p) Purchases new equipment in accordance with short and long term budgeting plans.
- q) Oversees the operation and maintenance of the library's physical facilities and capital equipment.

- r) Develops the library collections, oversees the selection and acquisition of materials and resources.
- s) Ensures the library collections are properly maintained, organized, and an effective collection control system is in place.

Secretary to the Board

- a) Prepares agendas, produces reports, circulates meeting materials and reminders, arranges and attends all meetings of the Board.
- b) Records and circulates the minutes.
- c) Manages correspondence and replies as directed by the Board.
- d) Maintains and circulates Board work plan.
- e) Records and maintains Board bylaws, Board procedures, operational policies and procedures, ensuring their accessibility.
- f) Arranges and attends committee meetings as required.
- g) Establishes and maintains files of library records and correspondence.
- h) Prepares and distributes annual report.

Spending, Budgets & Internal Control

- a) Performs the duties of treasurer to the Board in accordance with the Public Libraries Act, ensuring all financial requirements are met.
- b) Consults with municipal staff and advises Board on municipal budget policy requirements and procedures.
- c) Prepares preliminary capital and operating budgets.
- d) Oversees all accounting functions and prepares regular financial reports and statements in formats as required.
- e) Monitors progress of budget expenditures and revenues throughout the year and takes corrective action.
- f) Serves as a signing officer for the Board
- g) Writes official tax receipts for significant donations.
- h) Maintains up-to-date records and documentation pertaining to areas of responsibility such as procedures, account passwords, agreements, coding, images & design work, ensuring secure electronic storage of files in server locations that are backed-up and accessible to applicable department staff

Human Resources

- a) Reports to the Board, and builds a strong relationship with the Board that recognizes Board authority and respects CEO expertise.
- b) Evaluates staffing levels and structure to deliver optimum service and recommends any changes to the Board.
- c) Establishes and maintains personnel practices and directs the hiring, training and development, performance appraisal, salary administration, discipline and dismissal of staff.

- d) Works with Town personnel to ensure that policies, benefits, compensation levels and procedures are in line with Town practices, as adopted by the Board.
- e) Establishes work roles, schedules and responsibilities for staff.
- f) Coaches, counsels and motivates staff to maintain positive morale and ensure effective working relations.

Health & Safety

- a) All employees have the responsibility to work in a safe manner and report any health, safety or environmental concern to their manager or supervisor in a timely manner.
Employee responsibilities for Health, Safety and Environment include:
 - Work in compliance with organizational health, safety and environmental procedures.
 - Report any unsafe conditions or unsafe acts.
 - Ensure that the required protective equipment is used for the assigned tasks.
 - Attend all required health, safety and environmental training.
 - Report any accidents/incidents to supervisor.
 - Assist in investigating accidents/incidents.
 - Refrain from engaging in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- b) All supervisors are responsible for promoting, monitoring and enforcing work practices which support the prevention of workplace illness and injury, as well as protection of the environment. Supervisor responsibilities for Health, Safety and Environment include:
 - Ensure that equipment, materials and protective devices are functioning in a safe manner.
 - Ensure that employees are working in accordance with divisional health and safety procedures.
 - Applies progressive discipline as appropriate for health, safety and/or environmental violations.
 - Advise employees of the existence of any potential or actual health and safety risks.
 - Provide appropriate instruction for safe work.
 - Take every precaution reasonable in the circumstances for the protection of employees.
 - Conduct periodic inspections and audits in accordance with legislative and/or corporate requirements.
 - Conduct accident/incident investigations, prepare necessary reports and communicate to line management, health and safety personnel and health and safety committee.
 - Ensure that all employees, including temporary workers and contractors, adhere to safety requirements including the use of personal protective equipment.
 - Ensure that training is provided to all departmental employees as per established training matrix.
 - Supports activities and initiatives outlined by the Joint Health and Safety Committee.

Other

- a) Performs other duties as assigned by Library Board.
- b) Complies with policies of the Library Board and the Municipality.

Education, Skills and Experience

Education/Training/Certifications/Licences:

- Post-secondary education such as a Master's Degree in Library Science or Library Technician.
- Current membership of at least one Canadian professional library organization

Experience:

- Has thorough knowledge of public library operation and management.
- Minimum 5 years experience, preferably 3 years experience working in public library services at a management level.
- Is familiar with automated Integrated Library Management systems.

Skills and Abilities:

- Has thorough knowledge of public library operation and management
- Is familiar with Ontario municipal government practices, the Public Libraries Act and other legislation affecting library services.
- Has knowledge of managing and operating automated Integrated Library Management systems, and computer networks and security issues.
- Is competent with Windows, Microsoft Office Suite, Internet, social networks and email.
- Should demonstrate excellent interpersonal skills with the ability to deliver exceptional customer service.
- Excellent oral and written communication skills in English, with the ability to establish and maintain friendly and effective working relationships with customers, employees, volunteers, community groups and other agencies.
- Experience in personnel management (HR) and supervisory skills, and ability to inspire positive morale and effective team work relations.
- Has experience with project management, budget planning and control.

Physical Demands and Working Conditions

- Standard Library environment, climate controlled, likely exposure to dust & human odours.
- This position requires sitting and working at repetitive tasks and keyboard work, and also requires a high level of attention to detail and accuracy.
- Physical demands include lifting, stooping, crouching and reaching to low and high shelves, pushing wheeled carts up to 100lbs, standing and walking frequently and climbing a short ladder.
- Regular interruptions from users and other staff to respond to queries and occasionally working extra hours due to special events taking place.

Contacts

Internal: Board Trustees (weekly)
 Municipal Staff (weekly)
 CAO (monthly)

Volunteers (monthly)

External:

Library Members (daily)
Library Stakeholders (daily)
Ministry & Government Officials (monthly)
Peers at other libraries (monthly)
Local Organizations (quarterly)
Conferences (annually or semi-annually)

Public Relations:

Media

Review/Approval

Current Incumbent(s):		Date:
Department Head:		Date:
CAO:		Date: