



To inspire and enrich for life

Director, Systems and Performance Outcomes Executive Full-time permanent position

Imagine starting every day knowing you will make a direct impact on the quality of life for those in your community. That's exactly what you'll be doing as Director, Systems and Performance Outcomes at Kitchener Public Library.

Who you are:

- A dynamic individual who brings knowledge and understanding of current and emergent web, digital media and experiential technologies.
- A demonstrated leader with a team-oriented management style able to support strong cross-functional team collaboration.
- An exceptional project manager with demonstrated abilities to develop, implement and monitor innovative library services.

What you'll do:

As a member of the Executive Team reporting to the CEO, you will provide strong leadership in order to prioritize and align Kitchener Public Library objectives within the library's strategic goals and annual work plan, and deliver service excellence to both the staff and our diverse community in three core areas:

- Oversee the design and analysis of organization-wide data modeling and systems. Establish and support strong cross-functional team collaboration in the use of data models, to inform services in selection, acquisition, cataloguing, discovery (digital and physical content), programming, and events (in-person and virtual).
- Lead and oversee traditional and emerging Library Science best practices in areas including meta-data, borrower services, and user experience. Provide strong leadership in the management of all aspects of the Library Management System and will lead and support the library's investment in system-wide performance research, design and systems to track quantitative, qualitative and outcomes-based measurements across disparate platforms. Lead and support teams to develop new methods to gather, aggregate, analyze and inform senior leadership of patterns, outcomes and new directions for improved library service.
- Oversee all aspects of infrastructure technology and networks.

See below for a summary of responsibilities and qualifications

Who we are:

Kitchener Public Library welcomes our community to engaging spaces where people connect, ideas flourish, and lives are transformed. We are committed to an inclusive and diverse framework where our behaviours and actions reflect our values of trust, mutual respect and dignity for all individuals. In this environment we ensure that each person has an opportunity to participate fully in creating success and is valued for their distinctive skills, experiences, and perspectives.

SUMMARY OF RESPONSIBILITIES

- Evaluates performance and achievements of each service unit and makes recommendations to the CEO regarding effectiveness of the service and its requirements
- Maintains an awareness of emerging trends in information science and public librarianship, and incorporates these trends as appropriate.
- Monitors, interprets and enforces operating policies, practices and procedures and assigns annual priorities in support of optimizing services and operating efficiencies in accordance with the principles outlined in the library's Strategic Plan
- Develops new methods to gather, aggregate, analyze and inform senior leadership of patterns, outcomes and new directions for improved library service.
- Leads and supports the library's investment in system-wide performance research, design and systems to track quantitative, qualitative and outcomes-based measurements across disparate platforms.
- Addresses all collection challenges around content and spaces, and in this capacity understands and interprets Freedom of Information and Freedom of Speech, and the library's legal obligations under the Charter of Rights and Freedoms.
- Studies trends in publishing and makes recommendations on cost dynamics, format changes, and possible partnerships to ensure the timely and most cost-effective acquisitions and/or access and delivery of library resources.
- Submits reports, statistics and proposals as required by CEO and other senior staff.
- Establishes and oversees staff development and skills for cross-platform data-mining, analysis and visualization that will help the library assert its importance in the community to the Library Board and to the library's funders.
- Works closely with the Director, Business Services and Infrastructure to ensure core IT systems and projects are aligned and supported through annual budget allocations.
- Ensures that all systems are well-maintained by IT staff including new installations, troubleshooting, system protection mechanisms and configurations.
- Develops, plans and oversees all aspects of the library's digital media and technology including equipment and content ensuring accurate and timely access to resources, information and services for customers and staff
- Assists the CEO and Directors in the identification of potential technology content related partnerships. Develops, plans and implements these partnerships. In conjunction with the Director, Business Services and Infrastructure develops contracts and cost-sharing models for partnerships.
- Participates in committees of the Board as required and operating committees, including the Executive Team and Management Team.
- Chairs the Collection Management Team.
- Administers and participates in the development, implementation and monitoring of safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy
- Communicates with staff and Joint Health and Safety Committee on health, safety and wellness-related issues.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

For a full job description, please email hr@kpl.org

QUALIFICATIONS

- MLS, MIS, or MLIS and courses in management and supervision at a senior level
- Post-secondary education in a relevant discipline such as statistics, data analysis, data management, project management, or an equivalent combination of education and experience
- Experience overseeing Information Technology (IT) and all aspects of technology infrastructure, both external and internal, for a medium-large organization
- Five years of progressively responsible management experience with a minimum of three years of management experience in collection development, key performance indicators, analysis and outcome-based measurements, product and services planning, implementation and evaluation
- Demonstrated leadership skills with a team-oriented management style; at least three years of proven supervisory success
- Commitment to excellence in customer service
- Excellent time management and organizational skills
- Demonstrated leadership skills in assessment, data analytics and visualization
- Working knowledge of one or more data visualization tools, such as Power BI or Tableau
- Well-developed analytical and problem-solving abilities, and ability to organize and manage multiple priorities, meet deadlines and work well under pressure
- Exceptional project management, planning and evaluation skills
- Demonstrated abilities to develop, implement and monitor innovative library services
- Strong numeric and evaluative skills for collection and resources analyses
- Highly developed verbal and written communication skills with the ability to interact effectively with all levels of staff, customers and suppliers
- Demonstrated ability to establish effective working relationships and collaborative work approaches with both internal and external contacts
- Knowledge and understanding of current and emergent web, digital media and experiential technologies
- Knowledge of office software applications and library-related software
- Proficient in developing, administering and tracking departmental budgets

Position open until filled. Review of applications begins **Monday, November 29, 2021**

In accordance with the Library's COVID-19 Vaccine policy, new Kitchener Public Library employees are required to be fully vaccinated against COVID-19 as a condition of employment. Valid medical or Ontario Human Rights Code exemptions are permitted.

To print a copy of our application form, go to www.kpl.org/jobs

Please address cover letters and résumés to:

Senior Manager, Human Resources
Kitchener Public Library
85 Queen Street North
Kitchener ON N2H 2H1
Email: resumes@kpl.org
Fax: 519-743-1261
TTY: 1-877-614-4832

Please quote Director, Systems and Performance Outcomes in the subject line

Salary range: \$110,283 - \$127,887

Kitchener Public Library strives to be a leader in equitable workplaces. We welcome applicants of every identity.

No telephone calls please.

We thank all applicants in advance and advise that we will contact only those selected for an interview. We will retain your application for a period of six months. Personal information on your résumé is collected under the authority of the Public Libraries Act, R.S.O. 1990 and will be used to determine eligibility for employment. For questions, please contact the Human Resources Department.

We will provide accommodations for applicants with a disability upon request. Please contact Human Resources Staff by phone 519-743-0271 ext. 239 or TTY 1-877-614-4832, or by email at hr@kpl.org