

Position Profile Manager, Children's Services

The Organization:

The Toronto Public Library (TPL) is North America's busiest urban public library system. The library employs approximately 2,200 staff who provide high quality and responsive library services to the people of Toronto across 100 public locations. The Library organization is an independent Board of the City of Toronto. Every year more than 17 million people visit our 100 branches, there are more than 28 million visits to our website and 30 million items are borrowed. Over 70% of Torontonians use the library and 1.2 million people are registered Library cardholders. Collections comprise over 9 million items including books, eBooks and DVDs, with 40 languages represented in the diverse library materials.

The Position:

The Manager, Children's Services leads a portfolio that oversees a series of teams, committees, and reporting staff across the TPL system to develop, pilot, implement, and evaluate new programs and services. Reporting to the Director, Service Development and Innovation, you will support the overall strategic direction for service development and innovation in children's programs and services and work collaboratively and creatively with other Managers to oversee service development at TPL. The successful candidate will assess Citywide and community needs and advise key stakeholders on strategic issues associated with children's services and programs. You will facilitate interaction with community interest groups, special interest client groups, and Friends groups. Portfolio responsibilities include oversight of some of TPL's program areas of excellence including: leadership of TD Summer Reading Club; Ready for Reading; Middle Childhood initiatives; Family Literacy, Leading to Reading, and Homework Clubs.

Major Responsibilities:

- Supports the overall strategic direction for service development and innovation in services and programs for children by establishing goals and objectives that are aligned with the overall strategic planning initiatives of the Toronto Public Library and City of Toronto.
- Assesses Citywide and community needs and advises internal and external stakeholders on strategic issues associated with children's services and programs. Facilitates mechanisms for interaction with community interest groups, special interest client groups, and Friends groups.
- Ensures the provision of efficient, cost effective, and quality library services and programs for children that are sensitive to the needs of stakeholders and the public and that recognize the diversity of the population in order to meet immediate and long-range public service goals.
- Builds partnerships and professional relationships within the Toronto Public Library, the City of Toronto, other agencies and boards (including the school boards), with provincial, regional and community organizations, other libraries and the public to provide an integrated library service delivery system.
- Participates in complex organizational and change management initiatives, using effective management techniques and performance management processes, developing personnel and encouraging creativity and innovation enabling employees to conceptualize and advance new concepts and plans within the division.
- Establishes systems, programs, processes and a structure within the division and each branch and department for management information and decision making to maximize effectiveness, efficiency, resource control and reporting and ensure the administration and organizational effectiveness of the division.

- Facilitates effective labour relations by interpreting and, through direct reports, ensuring compliance with the collective agreement(s), human resource policies and initiatives, health and safety issues when required, listening to and consulting with employees and union representatives so that labour relations are continually enhanced. Participates in various labour management initiatives as directed (e.g. collective bargaining team, redeployment, wage rate and job classification harmonization).

The Candidate:

- Master's degree in Library and Information Science, or a recognized library degree equivalent;
- Highly developed facilitation, presentation and communication skills;
- A minimum of five years' progressive management experience in the library sector, preferably in a large public library setting; or a relevant field;
- Committed to providing efficient, responsive and innovative customer service;
- Experience in developing organizational strategy that is measurable;
- Proven ability to lead, coach, facilitate and manage productive teams and relationships to achieve results;
- Ability to provide sound and strategic advice to senior management
- An understanding of the issues facing the public library sector, including the potential of technology to create service excellence and efficiency; and
- A strong commitment to the vision, mission and values of Toronto Public Library and the ability to work effectively with diverse communities and in a diverse work culture.

Reporting to:

Director, Service Development and Innovation

Location:

Toronto

Apply:

Please apply to Debra Clinton, Research Consultant, WMC at debra@wmc.on.ca