



Woodstock Public Library Policy

Policy Name: Library CEO Job Description

Category: Governance

Version: 7 January 2020

POLICY STATEMENT AND RATIONALE

The purpose of this policy is to provide a job description for the Chief Executive Officer of the Woodstock Public Library.

SCOPE

This policy shall apply to the position of Chief Executive Officer of the Woodstock Public Library.

DEFINITIONS

In reading and interpreting this policy, the following definitions shall apply:

“Board” means the Woodstock Public Library Board.

“CEO” means the Chief Executive Officer of the Woodstock Public Library.

“City” means the Corporation of the City of Woodstock.

“Council” means the Council of the City of Woodstock.

“Library” means the Woodstock Public Library.

POSITION SUMMARY

Under the direction of the Library Board, the CEO is responsible for the operational and financial management of the Library, and for the advancing the Library's strategic direction in a manner that reflects the organization's mission, vision and values. The CEO serves as the Secretary and advisor to the Board, and as its primary representative to the community, community organizations, media, municipal administration and other level of government, and professional organizations. The CEO works closely with municipal departments and members of the City's Senior Management Team.

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, recognizing that the role of CEO is varied and additional duties are often required.

Administration and Board Support

- Ensures that the Library is operating in accordance with relevant legislation and best practices.
- Develops policies and procedures to guide efficient and effective library operations.
- Cultivates a healthy, mutually empowering relationship with the Library Board.
- Structures and supports the Board's work.
- Facilitates Board effectiveness through orientation and education.
- Prepares measures of performance and reports their progress to the Board and Ministry as required.
- Performs other duties as assigned by the Board.

Leadership

- Provides vision and guidance to library staff, board members and the community.
- Contributes to effective decision making regarding library services and resources.
- Leads and empowers employees to deliver effective, high-quality library service.
- Applies change management strategies to assure effective implementation of change and acceptance by all stakeholders.

Fiscal Management

- Establishes strategic financial management processes, using sound business and financial judgement.

- Develops the annual library operating and capital budgets for the approval of the Library Board.
- Aligns the budget with the library's strategic plan.
- Promotes and justifies the library's needs to funding authorities.
- Predicts expenses for the coming year based on a good understanding of the Library's financial situation, changes in services or operations, and new demands for service.
- Identifies and pursues alternate funding sources.

Personnel Management

- Responsible for hiring, discipline, dismissal, performance management and training of staff.
- Supports an organizational structure that enables a culture of teamwork and exemplary service.
- Works to support a healthy work environment and comply with employment law, regulations, policies and applicable Collective Agreements.
- Plans for and supports staff development.
- Acts as liaison between the Union and the Board.
- Administers the terms of the applicable Collective Agreement and applicable policies.

Strategic Planning

- Anticipates community needs for library services in a rapidly changing environment (e.g. demographics, technology).
- Prepares annual operating plans to ensure an effective library which is responsive to community needs and emerging trends.
- Monitors implementation of operating plans, variances, and amends plans.

Policy Development

- Carries out Board policies and directives.
- Advises the Board on matters of policy.
- Recommends policies to meet the goals and objectives of the library to meet the needs of the community for library services.
- Reviews existing policies and recommends changes or additions to the Board.

Programs and Services

- Enforces the Library's policies and procedures in the supervision of public services and programs.
- Develops standards and performance measurements and regularly reviews programs and services to ensure that they continue to meet demonstrated needs (effectiveness), and are provided in the most cost effective manner (efficiency).

- Manages and advocates for programs and outreach services that advance the Library's mission.
- Manages, designs and/or implements outreach services and library programs for targeted adult groups, teens and children that offer information, skill development and/or entertainment.
- Applies effective techniques in addressing customer concerns or complaints.

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 patrons, staff and volunteers.
- Co-ordinates with City Engineering to ensure the ongoing operation and maintenance of the library and related capital equipment.
- Works with City Engineering 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.
- Builds community support for the library, using a variety of methods.
- Liaises with the Friends of the Library group.
- 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 municipal council and staff.

REPORTING RELATIONSHIPS

The CEO reports directly to the Woodstock Public Library Board.

Directly supervises the following employees:

- Administrative Assistant
- Manager of Public Services
- Manager of Library Operations
- Custodian

QUALIFICATIONS

- Master of Library and Information Science degree from an ALA accredited program or equivalent.
- Minimum of 4 years of related progressive management experience, preferably in a unionized public library environment.
- Proven skills in all aspects of supervision including team leadership, training and hiring, evaluating, coaching and motivating staff.
- Demonstrated ability to contribute to and build upon a positive and healthy work environment.
- Demonstrated knowledge and experience in the principles and practices of accounting, budgeting and financial planning.
- Demonstrated understanding of emerging trends, new technologies and advancements in public libraries.
- Proven history of partnering with community organizations in the provision of programs and services.
- Superb organization and team building skills to supervise a diverse complement of full-time and part-time staff.
- Proven oral and written communications skills are a necessity.

RELATED DOCUMENTS AND POLICIES

Public Libraries Act, R.S.O. 1990, c. P.44

Woodstock Public Library - CEO Performance Evaluation Policy

DOCUMENT REVISION RECORD

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