

The Squamish Public Library: Manager of Operations and Technology

Overview

Reporting to the Director of Library Services, the Manager of Operations and Technology is accountable for the provision of Human Resource, Finance Services, Facilities, IT Support and other support functions including the development and oversight of operating and capital budgets, the coordination of approved special projects, Collections & Technology Services, the provision of appropriate technologies and the coordination of the strategic planning process. The Manager of Operations and Technology is also responsible for the performance management of three coordinator positions.

The Manager of Operations and Technology is a member of the library's management team. Through the Director of Library Services, the incumbent interacts with the governing Library Board, providing the Board with information in support of their decision-making responsibilities. The incumbent also works with relevant District staff and with community agencies and partners. As a member of the library's management team, the Manager of Operations and Technology is focused on the overall success of the library system and not just those elements for which the incumbent is uniquely responsible.

The Squamish Public Library seeks to be a forward-facing organization that is capable of rapid adjustment to changing circumstances. While this job description is intended to reflect current responsibilities, the library system and the incumbent each recognize that future organizational and service changes will affect services. The job description accurately reflects the level of responsibility and the skills that will be required.

The Squamish Public Library retains the right to shift responsibilities amongst staff paid at the same level.

Primary Responsibilities

Strategic Planning and Operational Performance

- Works with Director of Library Services and the Library Board to establish specific initiatives that advance strategic priorities, including the development and use of meaningful outcome.
- Works with the District and with community partners, both private and public sector, to advance community strategic priorities that are aligned with those of the library system.
- Prepares, for the management team, policy responses to emerging social, technical and legal issues related to operations.
- Provides implementation templates for all strategic projects within areas of responsibility, ensuring initiatives are properly resourced and success metrics are in place.

- Leads strategic and system-wide projects of limited time duration as assigned.
- Provides project management expertise and oversees processes used to implement strategic projects throughout the library system.
- Encourages and implements pilot projects to test and evaluate potential service initiatives whenever appropriate.
- Forecasts future needs of the library system pertaining to areas of responsibility.
- In anticipation of future needs, regularly reviews staff skills and requirements and assists staff to plan for new roles and responsibilities.
- Ensures that staff have annual work plans that both embrace their daily responsibilities and allow for growth and change.
- Enables and assists supervisory team staff development, recruitment and succession planning.
- Provides both formal and informal feedback to supervisory staff designed to improve services.
- Provides growth opportunities for supervisory staff in the position's area of responsibility, enabling them to expand their skills and experience, preparing them for future roles.
- Participates in all recruitment processes for positions within scope of responsibility.

Finance Services

- Leads the planning and preparation processes necessary to produce the annual operating and capital budgets (in alignment with the strategic plan), ensuring compliance with budget directives issued by the Library Board and the Director of Library Services.
- Oversees accounting practices and internal controls to ensure compliance with applicable library policies and external standards.
- Establishes, evaluates and monitors cost and risk control procedures and compliance in order to mitigate exposure and risks.
- Works with administrative coordinator to produce monthly and annual financial statements and variance reports for the Director of Library Services and the Board.
- Plans and oversees all purchasing and leasing activities of the library system.

Human Resources

- Acts as the organizational lead for issues related to Human Resources, including succession planning, career development and performance management, working with District staff and outside expertise when appropriate.
- Manages recruitment and hiring processes, ensuring that new staff have the necessary skills to perform the duties of any posted positions as well as the ability to meet anticipated future requirements.
- Ensures that the library system complies with all relevant workplace safety and labour requirements, as well as relevant Library Board or municipal requirements.

Technology & Collections

- Accountable for the library's technological infrastructure. Liaises with District IT staff to ensure that the library's technology is capable of meeting expectations.
- Oversees the systems administration of the library's ILS.
- Investigates, assesses, and resolves hardware and software issues including operating system and network communication problems.
- Prepares evaluations of software or hardware and recommends improvements or upgrades.
- Develops technology competencies for staff, creates staff training and troubleshooting manuals, and holds staff training sessions as needed.
- Supports programming coordinators to deliver technology-focused public programming.
- Develops technology assessments and plans based on patron, library, and staff needs.
- Accountable for the operational aspects related to the acquiring, cataloguing and decommissioning of library materials, both physical and digital. Ensures that the materials that best meet library strategic priorities are those that are acquired.

Facilities

- Ensures that all library building systems operate safely and efficiently and are cleaned and maintained at a level determined by the Library Board, The Director of Library Services and public needs.
- Plans and oversees the operational aspects of building projects such as moves, renovations, extensions and new building projects.

Qualifications

- Master of Library and Information Science from an ALA accredited university.
- A minimum of 5 years of directly related experience with increasing responsibility, including experience in a leadership capacity.
- Experience in a management level role related to financial and accounting services.
- Proven knowledge of library IT infrastructure, including staff systems and public access.
- Demonstrated level of professionalism and confidentiality with strong ethics.
- Demonstrated ability to effectively manage multiple projects and priorities at the same time.
- Knowledge of relevant legislation and industry policy guidelines.
- Record of achieving strategic outcomes in a timely manner.
- High level of interpersonal skills as well as effective written and oral communication skills.
- Ability to work effectively in a team environment.
- High level of judgement and initiative.

**Hours of Work**

70 hours bi-weekly; some flexibility is required to attend evening and weekend events

Salary

A competitive salary, as well as a comprehensive benefits package.

To Apply

Please submit a detailed resume outlining experience and qualifications by February 16, 2022 to librarydirector@squamish.ca.

While we thank all applicants for their interest, only those selected for an interview will be contacted.