

## Manager, Information Services – 12-month contract

The Whitby Public Library (WPL) is currently seeking a motivated, committed and solution-focused leader to fill the position of **Manager, Information Services**. This is a 12-month contract position offering the opportunity to work in an evolving and successful library system, to further develop the Library's public services in a collaborative work environment.

The Manager, Information Services, is a key member of WPL's management team. The Manager, Information Services, has overall responsibility for the development, management, and expansion of system-wide information services and for managing security and incident systems at the Library. Working collaboratively with the management team and library staff, they assist in developing and implementing organizational strategy and vision and innovative services for information services.

The Manager, Information Services, builds a team approach to operations in a system-wide environment, working to improve current library services, plan future enhancements, and strengthen the WPL's ability to respond to diverse community needs. Responsibilities require interpretive judgement in the creation and implementation of services, plans, and procedures.

Reporting to the Director, Community and Service Development, the Manager, Information Services, has responsibility for the management and strategic planning of information services for the library system and for overseeing security and incident systems. They seek innovative and effective ways to continuously improve service quality and maximize effectiveness. They work collaboratively with the management team and staff in decision making, strategic planning, goal setting and public relations. They supervise staff in their assigned work areas and may serve as a key member of community and library-led committees and initiatives.

The ideal candidate is passionate about libraries and community and will work collaboratively with internal and external customers and partners. They possess strong leadership skills with the ability to motivate, mentor and coach staff. They possess exceptional interpersonal and problem-solving skills, the ability to influence others, build beneficial relationships and manage change. The successful candidate will have excellent communication and organizational skills and can balance multiple projects and priorities. They must be able to work independently with minimal supervision, demonstrate initiative and flexibility.

The Manager will model a strong customer service ethic, and focus on assessing, anticipating and responding to community needs. They are results-driven with a record of achieving strategic

outcomes in a timely manner. The ideal candidate possesses a comprehensive knowledge of library resources and services and the ability to work with attention to detail. They are dedicated to continuous learning, possess excellent technology skills and a demonstrated ability to stay abreast of emerging trends.

### **Compensation**

- \$76,960-\$91,655 (Under Review)
- OMERS pension plan
- Competitive benefits, including health and dental
- Exempt Full-time, 35 hours per week
- May work evenings and weekends
- Eligible for hybrid work arrangement

### **Education and Experience**

- Undergraduate Degree or equivalent post-secondary diploma, and relevant experience
- Master's Degree in Library Science from an ALA accredited library school would be an asset
- 2 years relevant experience
- Experience working in a library or public service setting is an asset, preferably supervising in a unionized environment

Candidates invited to the formal interview process must submit a minimum of three (3) references. By submitting references, candidates consent to reference checks, personal or background checks and personnel file information the Whitby Public Library may require. We respect applicants' confidentiality and only check references near the final stages of selection. The successful candidate must provide original proof of a Criminal Record Check. The above checks are for employment purposes only; respective parties are not liable for information given or received.

By submitting a resume, candidates declare their information true and complete. False statements may disqualify candidates from employment or cause dismissal. We thank all applicants who apply. Only those selected for an interview will be contacted.

Mail or e-mail your detailed confidential cover letter and resume, indicating education and experience, no later than **Thursday, May 1, 2025**, to:

Whitby Public Library  
Corporate Services Department  
405 Dundas Street West  
Whitby, ON, L1N 6A1  
E-mail: [jobs@whitbylibrary.ca](mailto:jobs@whitbylibrary.ca)

The Whitby Public Library is an equal opportunity employer. We value diversity in our workforce and

are committed to attracting and retaining individuals who will work together effectively to meet the needs of the community. We are committed to providing inclusive, barrier-free recruitment selection processes and work environments. Please advise Corporate Services of any accommodations needed to ensure your access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.

Acknowledgement will only be forwarded to those applicants who are invited for an interview. Whitby Public Library does not use artificial intelligence in its selection process. Personal information provided is collected under the authority of The Municipal Act.