



# Program & Service Development Manager

*South Shore Public Libraries* welcomes applications for the permanent full-time position of Program & Service Development Manager.

## Who We Are

Our Libraries celebrate reading, discovery, learning, and sharing. We are a vital centre of the community, sharing a robust collection and innovative technology that inspires life-long learning and literacy in a positive, welcoming environment. South Shore Public Libraries has been providing high-quality public library services to Lunenburg and Queens Counties since 1972. There are library locations in Bridgewater, Greenfield, Liverpool, and Lunenburg, along with access to many outlying communities via the Bookmobile.

## About the Position

The Program & Service Development Manager is an enthusiastic and passionate library innovator. Operating with both creativity and business acumen, the Program & Service Development Manager champions the development, implementation, and effective coordination of public library programs, activities, technology, collections, and services in support of the organization's mission and strategic priorities. They ensure that imaginative and creative literacy, reading, cultural, and learning opportunities are central to the library experience.

## Key Responsibilities

The Program & Service Development Manager's key responsibilities will be comprised of five major categories:

### *Leadership & Strategic Planning:*

- Scan the environment for emerging trends, technologies, potential disruptions, and opportunities
- Provide strategic and operational insight and recommendations, with a focus on equitable, inclusive, and innovative library services
- Develop and implement service plans for new programs, services, or processes
- Contribute to the Library's operational and strategic direction, as a member of the senior leadership team

### *Staff Supervision and Support:*

- Provide clear and supportive leadership to library staff with a focus on mentorship, advocacy, and professional development

- Act as a resource and role model for branch staff, support effective communication across teams and departments
- Provide supervision, training, development, coaching, goal-setting, and performance evaluation
- Seek and support continuous improvement, recognize and reward innovation, encourage creative thinking and healthy risk-taking within the organization

*Programming:*

- Monitor community needs and respond accordingly with program research, development, and recommendation
- Oversee and lead the activities of the SSPL programming team, including planning, coordination, and staff training
- Cultivate and develop community partnership opportunities to advance the library's mission and strategic objectives, in coordination with the Communication & Engagement Lead
- Apply data collection methods, benchmarks, and outcome assessment to evaluate and make recommendations on programs and services

*Public Service:*

- Provide customers with a high caliber of advanced reference, readers' advisory, technology, and borrower services support
- Act as a resource for new and emerging information tools and technology to both staff and customers, supporting traditional literacy, information literacy, and digital literacy in the community
- Spearhead initiatives to better understand and improve the customer experience
- Work regular public service shifts to support staff with coaching and feedback

*Administrative & Professional:*

- Act as Manager on Duty (MOD) on a rotating basis, and in this capacity, ensure the smooth operation of the library system
- May serve as Acting Chief Librarian in the absence of the CEO or as directed by the South Shore Regional Library Board
- Work with the Chief Librarian and Finance Manager to prepare the annual operating budget, monitor expenditures, and prepare financial reports
- Review and recommend policies to the Board and implement procedures for the effective management of the organization

**Who You Are**

*Education & Experience:*

- Masters of Library & Information Studies from an American Library Association (ALA) accredited program or equivalent
- 4-5 years of library experience at a professional level with at least 2 years in a leadership role
- Current certification in First Aid or willingness to become certified in first year of employment

*Requirements:*

- Highly proficient in spoken and written English
- Excellent interpersonal and communication skills
- Confident and effective program presenter and public speaker
- Proven ability in developing and leading staff training
- Excellent research skills
- Ability to carry, push, and pull heavy loads
- Advanced computer knowledge and skills
- Willingness to work evening and weekend shifts as scheduled, and as needed to support events and deadlines
- Ability to adapt to changing needs and respond appropriately to customers and staff with complex needs
- Reliable access to transportation to all library service points

*Assets:*

- Experience instructing individuals and groups in multiple forms of literacy, including traditional/textual, visual, media/information, and digital/technological
- Project management experience
- Process improvement experience or certification (ex. Lean6 Sigma)
- Fluency in French or additional languages

## **Working Conditions**

- Work is conducted in-person at one of the library's physical service points, with moderate travel for training, conferences, and off-site meetings
- Permanent, full-time regular schedule of 70 hours biweekly, including some evenings, and weekends, and may change with organizational needs

**Annual Salary:** \$66,715 - \$78,047 (as of April 1, 2023)

Full job description can be found here:

[https://www.southshorepubliclibraries.ca/wp-content/uploads/2024/03/2024-Final\\_Program-and-Service-Manager.pdf](https://www.southshorepubliclibraries.ca/wp-content/uploads/2024/03/2024-Final_Program-and-Service-Manager.pdf)

**Please apply to [info@ssplibraries.ca](mailto:info@ssplibraries.ca) with a cover letter and resume in Word or PDF format for consideration. Only those selected for an interview will be contacted.**

NOTE: Posting will stay open until the position is filled. Applications will be reviewed commencing April 19, 2024.

South Shore Public Libraries is an equal opportunity employer, committed to creating a diverse, inclusive, barrier-free work environment. Read our Equity, Diversity, and Inclusion Statement here:

<https://www.southshorepubliclibraries.ca/wp-content/uploads/2023/01/EDISStatement.pdf>