



**CHIEF EXECUTIVE OFFICER (CEO)**

**POSITION PROFILE AND CANDIDATE BRIEF**

## **BURLINGTON PUBLIC LIBRARY (BPL)- BACKGROUND**

Burlington Public Library (BPL) provides library services and programs to citizens of the City of Burlington. BPL is an award-winning library system winning the 2016 Angus Mowat Award as well as the 2017 Halton Employer of Choice. BPL is innovative in its approach to community engagement and programming and excels in library service and staff engagement. The system is comprised of the Central branch and six branch locations throughout the City and is non-unionized. There are 150 full time and part time adult staff plus approximately 50 student pages. System holdings total 343,400 volumes. The Library boasts 87,517 cardholders and had circulation in excess of 1,767,900 in 2017. The 2018 operating budget is more than \$10 million funded by the City of Burlington, Province of Ontario and other sources.

Please find attached a link to 2016-2020 Strategic Plan

[https://www.bpl.on.ca/sites/all/themes/bpl/files/strat/where\\_ideas\\_thrive\\_2016.pdf](https://www.bpl.on.ca/sites/all/themes/bpl/files/strat/where_ideas_thrive_2016.pdf)

## **CITY OF BURLINGTON- BACKGROUND**

The City of Burlington, estimated population of around 200000 people, is a city in the Municipality of Halton at the northwestern end of Lake Ontario. Along with Milton to the north, Burlington forms the west end of the Greater Toronto Area, while its metropolitan census area is part of the neighboring city of Hamilton. Burlington lies between Lake Ontario's north shore and the Niagara Escarpment. Economically, Burlington is strategically located near the geographic center of the Golden Horseshoe, a densely populated and industrialized region of over 8 million people.

## **THE POSITION**

The Burlington Public Library is currently seeking an experienced executive to provide leadership and keep pace with a fast growing and uniquely diversified population. The new CEO will provide leadership to the Burlington Library system through planning, organizing and directing the operations of all aspects of the delivery of public library services within the City of Burlington and for exercising effective stewardship of the library's financial affairs and all of its resources.

The CEO reports to the Board and has overall responsibility for managing the operations of the Library in accordance with approved policies and objectives and executing the Strategic Plan. Direct reports include the five Directors; Service Experience; Community Engagement, Marketing & Programming; Spaces, Content & Technology; Finance and Performance Measures; Staff Development & Support, as well as the Executive Assistant.

The Broad areas of accountability include planning and directing operations, recommending policy changes to the Board, staff management, coordination of collections, equipment and services, developing new services in response to community needs, liaising with the library community through national and regional library associations, lobbying for increased library funding at the municipal and provincial level and representing the Library Board in dealing with City staff and Council.

## **MAJOR RESPONSIBILITIES AND ACCOUNTABILITIES:**

- Advises and counsels the Board on all issues through consultations, reports, recommendations etc. ensuring library programs respond to the community's service needs.
- Ensures that all appropriate records, correspondence etc., are properly prepared, accurate, complete and up-to-date.
- Represents the Board either personally or in writing by contacting others on behalf of the Board, making presentations etc.
- On behalf of the Board exercises stewardship of the board's financial, human and collection resources.
- Ensures that board policies and decisions are communicated and implemented.
- Ensures that the Library complies with all legislative, legal requirements.
- Ensures the smooth functioning of the Board's business.
- Leads the Senior Management team in organizational vision, strategies and change management.

- Manages the development of the library, its services and collections to meet the needs of the Burlington community in accordance with the approved Strategic Plan and other values of the Board including intellectual freedom, open exchange of information and accessibility.
- Ensures development for succession planning for Senior Management positions and identifies and develops talent within the management group.
- Continues improvement of talent management process to ensure effective support of current and ongoing business needs.
- Represents the Library in the Burlington and public library communities establishing Burlington Public Library as a visible and contributing member.
- Ensure awareness, compliance and adherence to Health and Safety practices. Ensuring all complaints or issues are taken seriously and dealt with according to policy.
- Ensure awareness of and demonstrate BPL Brand Values within the Library and when representing BPL in the community.

**ADDITIONAL RESPONSIBILITIES:**

**CRITICAL OR REQUIRED RESPONSIBILITIES AND COMPETENCIES:**

- Librarianship Acumen
- Board administration and support experience
- Proven ability in managing vision and purpose
- Ability to drive for results and make decisions
- Teambuilding, developing and managing staff
- Financial, risk and facility management
- Experience in community and public as well as political especially municipal relations
- Effective interpersonal and communication skills
- Human Resources management skills

## **THE CANDIDATE**

### **IDEAL EXPERIENCE**

- Significant public library management experience at an Executive/ Senior Leadership level or equivalent in a similar capacity;
- An excellent track record of successfully developing, implementing and executing strategic plans;
- Experience managing a diverse team of full time and part time dedicated employees;
- Proven track record of working with volunteer Board of Directors and understanding how to effectively manage the interface between the senior management team, the Board and key stakeholders;
- Leading change management that anticipates social, economic and technological trends;

### **IDEAL QUALIFICATIONS AND COMPETENCIES**

- Post graduate degree in library science or a related discipline and a minimum of ten years of increasingly responsible management experience, including a library/ organization with satellite locations. An MBA would be considered an asset;
- Demonstrated leadership skills with a team- oriented management style; including senior level supervisory experience in a similar environment;
- Demonstrated success in effectively promoting services to the business community;
- Proven success working effectively and proactively with a policy-making Board and collaboratively with government agencies and officials;
- Proven success developing and implementing strategic and operational business plans; demonstrated ability to prioritize, multitask and manage projects, translating vision and strategy into tangible results and outcomes;



- Strategic and innovating thinker; a proven ability to champion and successfully implement strategic plans with others to effect operational and change management;
- Knowledge of financial administration including P&L responsibility and budgetary processes;
- Excellent verbal/ written and interpersonal skills; has the ability to resolve conflicts and deal with sensitive or political issues in an effective and timely manner;
- Ability to develop and maintain excellent and proactive communication channels with all internal and external stakeholders- a real champion and advocate for the library as a community hub;
- Ability to lead and consistently demonstrate excellent customer service across the organization;
- Demonstrated level of professionalism and confidentiality with strong ethics;

### **PERSONAL ATTRIBUTES**

- An agile, collegial leader with experience working and building a family oriented culture and having an empowerment mindset;
- Possess excellent leadership, interpersonal and communication skills;
- Reliable, possesses strong integrity, tact and patience;
- A visionary who contributes creative, new ideas- an out of the box thinker;
- An inclusive management style, approachable, team builder;
- A flexible attitude and ability to work with a diverse employee base;
- “Hands-on” leaders who consistently gets the most from their team by providing role clarity while keeping a broad strategic perspective and pursuing longer range plans;

- Outgoing, proactive, enthusiastic- thrives on building trust and developing new relationships and partnerships;
- Ambassadorial- consistently in the community with senior level presence and maturity- can develop strong networks;
- Good Listener- ability to balance the interests of multiple stakeholders;
- Self-starter who takes initiative, high energy, goal oriented, proactive;
- Empathy for diversity and wants to make a real difference within the Burlington community- brings a real customer service and partnership approach;

**KEY RELATIONSHIPS:**

- The Library Board and committees;
- Directly supervises members of the Management Team;
- Indirectly supervises all other staff of the organization;
- Provided functional and technical advice to the Library Board and to all managers and direct reports in relation to library administration, operations and services;
- City of Burlington Chief Administrative Officer, Deputy City Manager, Senior Management Team, Provincial Ministries, Museums, Performing Arts Centre, Ontario Library Association, Canadian Library Association, and other related associations etc.