

**WOODSTOCK PUBLIC LIBRARY  
INTERNAL/EXTERNAL JOB POSTING 2023-09**

**Public Services Supervisor: Full-time (Permanent)**

**DATE:** December 4, 2023

**CLASSIFICATION:** Head of Information Services

**JOB TITLE:** Public Services Supervisor

**HOURS OF WORK:** Thirty-five (35) hours per week.  
Schedule is subject to change and is not negotiable.  
May include evenings and weekends.

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**NATURE OF POSITION:**

The Public Services Supervisor is a member of the Library's Senior Team; overseeing the work of the Public Services department, supervising staff, performing public services duties, liaising with established community partners, and implementing new programs and services, at the direction of the Director of Library Services.

**QUALIFICATIONS:**

1. A Master's Degree in Library Science from an ALA accredited library school.
2. Supervisory experience an asset.
3. Ability to build and lead teams.
4. Knowledge of collections development and associated processes and tools such as ARPs and Collection HQ.
5. Knowledge of integrated library systems and operational software, including office and web-based applications.
6. Experience developing and executing programs for all age groups.
7. Knowledge of print and electronic information services and resources.
8. Knowledge of library cataloguing and classification.
9. Excellent communication skills.
10. Ability to develop and control budgets.
11. Ability to develop and enhance work methods, procedures, and standards.
12. Demonstrated commitment to customer service excellence.
13. Knowledge of the public library organizational, regulatory, and legislative environment.

**DUTIES AND RESPONSIBILITIES:**

1. Trains, supervises, and directs Public Services staff.
2. Assigns work, and plans schedules of staff.
3. Gives input to the performance appraisal of employees.
4. Creates and manages support tickets.
5. Conducts staff meetings for the department.
6. Attends meetings and confers with other department heads, the Director of Library Services, and the Chief Executive Officer to coordinate work and exchange information.

7. Performs all information desk functions including, but not limited to, answering public requests for reference and information services, instructing the public in the use of library resources, facilities and equipment, operating equipment including photocopiers, microfilm readers and printers, personal computers, and peripheral devices, placing holds, etc.
8. Acts as a back-up for Public Services staff members during periods of vacation or illness, e.g. staffing the information desk, or executing programs and outreach.
9. Oversees the work of the department including the development of procedures and the monitoring of performance of public services.
10. Provides guidance and direction to Public Services staff in the development and implementation of services and programs.
11. Works with the Systems and Technical Services Supervisor and Circulation Supervisor to ensure that staffing levels are adequately maintained for all departments, and considers for approval all requests for time off in accordance with the provisions of the collective agreement.
12. Meets with customers and community groups to market library services, evaluates effectiveness of current services, and assesses needs for future services.
13. Maintains awareness of emerging trends in the delivery of public library services.
14. Maintains standards of professional performance by example and direction.
15. On emergency calling list with the alarm monitoring company.
16. Acts as Person In Charge of the Library as required.
17. Other duties as assigned.

#### **WORKING CONDITIONS:**

Usual office environment. Frequent contact with the public. Moderate physical effort required, including handling of materials of moderate weight, pushing and pulling of carts, etc.

**SALARY RATE AND RANGE:** \$50.59/hr to \$57.69/hr (2023 rates)

**APPLICATION DEADLINE:** 4:00 pm on December 19, 2023

This is a bargaining unit position, CUPE Local 1146-Library Unit. Library Unit employees will first be given consideration for this vacancy followed by other applicants.

Interested persons are requested to submit a cover letter and resume to:

Lori Peixoto  
Administrative Assistant  
Woodstock Public Library  
445 Hunter Street  
Woodstock ON N4S 4G7  
**[lpeixoto@mywpl.ca](mailto:lpeixoto@mywpl.ca)**

Only those selected for an interview will be contacted. Personal information is collected in accordance with the Municipal Freedom of Information and Protection of Personal Privacy Act.

The Woodstock Public Library Board is an Equal Employment Opportunity Employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.