



Manager – Branch Services

Permanent Full Time

We are seeking a highly motivated team player to fill the role of Manager – Branch Services at an exciting time in our Library system's history. The Brantford Public Library will be opening its first new branch in over 50 years this fall!

This new position will be responsible for the responsive and effective operation of two library branches, and applying a new, three-branch system perspective of public library services and operations. This position is also responsible for system-wide booking processes, such as room rentals, resource bookings, and service requests.

The ideal candidate is passionate about connecting the community to library resources and services, and has the experience, knowledge and enthusiasm to lead a brand-new department. Priorities for the department will include: developing a diverse team of branch-dedicated staff; building strong and effective relationships with community partners; and facilitating consistency and efficiency in branch operations.

Brantford Public Library serves a population of over 100,000 residents, in a community that is rich in natural and cultural heritage, and is ideally situated within a convenient driving distance to several major Ontario cities. The library's strategic directions are focused on engaging the community, creating a culture of innovation, telling our story and building a foundation for growth.

Reporting to the CEO/Chief Librarian, the successful candidate is one of six managers who work collaboratively to develop and support the Library's strategic directions. This position provides an opportunity to be a part of a team that is committed to continuous improvement, and supporting each other while trying out new ideas.

Salary Range: \$55.43 to \$65.21 per hour

Classification: Exempt, Full-Time, Permanent

Hours of Work: Monday to Friday, 35 hours per week

Key Responsibilities:

Qualifications

- Accredited Master's Degree in Library and Information Science or equivalent professional qualification
- Minimum of five years relevant work experience in a public library setting
- Minimum of two years' experience in a leadership role, preferably as a manager in a unionized environment
- Excellent interpersonal, communication and conflict resolution skills
- Proficiency with library technologies, including integrated library systems (ILS), digital resources, and public computing environments, with the ability to lead technology adoption
- Valid G-class License and access to a vehicle

Leadership

- Directs the development, delivery and evaluation of services and workflows at assigned branches, to meet the existing and anticipated needs of all customers, ensuring system-wide coordination
- Directs the development, operation and evaluation of booking systems in collaboration with applicable department leaders, ensuring tools for booking services and resources are effective and accurate, for staff and customers
- Develops short and long-term plans to implement the Library's strategic priorities, goals and outcomes
- Develops and nurtures relationships and partnerships within the community to promote and develop library services
- Monitors and communicates new trends of potential value to the Library
- Provides leadership and advocacy for customer-centered services
- Manages major projects.

Management

- Manages the daily operations of assigned branch(es)
- Provides effective management and supervision of all staff directly or indirectly supervised, including training, development, coaching, performance management, conflict resolution, health and safety, and discipline. Responsible for branch staff hiring, transfers, and terminations
- Ensures assigned branch services and staff operate in alignment with system-wide organizational priorities, procedures, and practices as established by the Manager of Public Services

- Manages the overall usage of branch staffing hours and staff deployment ensuring branch service points are efficiently covered
- Responds to customer complaints and feedback at the branch level
- Evaluates service performance to ensure consistency and relevance to the communities served
- Creates and maintains a positive work environment that fosters diversity, equity, and inclusion
- Monitors and interprets operational, demographic and service trends, including those from other organizations, and adapts to relevant local customer needs
- Makes presentations and represents the Library at public meetings and in the community as required
- Attends and participates in Board and Board Committee meetings as required
- Participates in the budget process to ensure objectives can be accomplished, and monitors any assigned budgets
- Collaborates with management and staff teams to ensure the effective and efficient promotion of system-wide library services
- Seeks out professional and community knowledge, in order to enhance services and the Library's community role, through attendance at training, conferences, workshops, and professional literature
- Other duties consistent with job responsibilities.

A satisfactory vulnerable sector police check is required as a condition of employment.

Testing may be part of the interview process.

Application Instructions:

Please apply with your cover letter and resume in one pdf no later than July 13, 2026 at 5:00pm by email to hr@brantfordlibrary.ca.

Brantford Public Library is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.