



Ajax Public Library
55 Harwood Ave. S.
Ajax, ON L1S 2H8
905-683-4000
ajaxlibrary.ca

Position: Manager of Public Services
Classification: Full-Time Permanent, Exempt Non-Union
Vacancy: Existing
Location: Main Branch, with travel to other sites
Salary/Wage: \$127,743.78 - \$159,679.98/year (rates as of 2024)
Schedule: 35 hours per week, evenings and weekends required
Date Posted: Monday, January 26, 2026
Closing Date: Friday, February 27, 2026

Position Summary

Under the direct supervision of the Chief Librarian and Executive Officer (CLEO) and as part of the senior management team, the Manager of Public Services participates in the development of the Library's overall vision, and designs strategies to achieve the approved goals and objectives consistent with the Library Board's and the Town's strategic directions. The Manager of Public Services leads and manages the teams responsible for all customer service functions, which includes: Collections, Community Outreach, Customer Service, and Safety and Operations.

Education and Experience

- Master of Library/Information Science degree from an American Library Association (ALA) accredited university program, an educational equivalent, or a combination of education and experience to the satisfaction of the Chief Librarian & Executive Officer;
- Minimum of nine years' relevant experience in the public sector or in a mid-sized not-for profit environment;
- Minimum of two years' relevant supervisory experience, preferably in a unionized environment.

Preferred Skills

- A demonstrated understanding of library service delivery;
- Demonstrated experience in executing the key duties of the position;
- Proven commitment to superior customer service;
- Proven knowledge of the Windows-based Office computer environment;
- Valid Class 'G' driver's license with clean abstract.

Position Responsibilities

Key Duties

- Reports to the CLEO. When the incumbent is absent, the CLEO or her designate assumes the duties and responsibilities of this position;
- Oversees and manages all aspects of the Library service functions, known as Public Service (Collections, Programming/Community Engagement, and Customer Service (circulation and information services);
- Designs and implements solutions to increase customer retention, engagement and satisfaction;
- Develops and recommends strategies to meet the Library Board's Ends and Master Plan for current and future service provision;
- Provides leadership and oversight in the development of strategies, plans, and decision-making needed to create community services, spaces, collections and technologies that support library services;
- Monitors, analyzes, and make recommendations to improve the performance of the Library;
- Oversees in-house customer experiences and provides space recommendations with user-centered design methodologies.

Core Competencies

Accountability

Participates in the establishment, implementation and advancement of Library strategic priorities, goals and policy. Ensures that the Public Services work plan, objectives and service planning are in line with Library's strategic goals and regularly reports on progress. Manages and directs day to day operation of the Public Services work unit by planning, organizing and directing through staff. Sets performance expectations for work units and accepts responsibility for actions, work performance, and errors and results of Public Services staff. Takes ownership for personal and team work performance and results. Consistently delivers on corporate work plan objectives.

Communication Skills

Writes and speaks effectively. States own opinions clearly, concisely, tactfully, and explains the reasoning behind the opinion. Maintains confidential communications. Communications are respectful and inclusive. Actively listens to the communications of others and respects individual communication styles. Communicates effectively when dealing with disgruntled customers, the entire workforce, and vendors. Understands and applies strategies for conflict resolution. Communications demonstrate professionalism. Confident public speaker. Comfortable seeking out and speaking to people in order to develop new partnerships and services.

Customer Service Focus

Identifies and plans to proactively satisfy the needs of external customers. Listens and responds effectively to customer questions and is dedicated to resolving. Develops and applies corporate principals to customer service, including the commitment to exceed customer expectations. Addresses staff complaints and concerns. Addresses work unit customer feedback in a timely manner. Reviews work unit customer feedback and implements suggestions and requests for action where required and reports on process improvements. Authors, approves and supervises the development of documents with adherence to the Quality Management System.

Effective Decision Making

Recognizes and resolves issues in a timely manner. Is able to identify key issues and employ logical thinking in order to take action in priority sequence. Solutions may be customized, require interpretation of information and are designed to address a particular unique situation. Anticipates potential consequences of decisions. Evaluates and learns from both successful and unsuccessful decisions and implementations. Knows when it is appropriate to ask for input from CLEO or communicate decisions to CLEO.

Initiative

Has significant autonomy and is expected to: pursue productive change in order to improve the customer experience; consider different ways to accomplish goals; and, bring forward new ideas.

Leadership

Provides leadership and functional advice. Models excellence by engaging in desired behaviours and service standards. Encourages work unit employees to take ownership in decision-making and problem-solving. Uses positive influence to encourage work unit employees and team members to exercise initiative and creative thinking. Motivates, coaches and guides staff. Makes recommendations to CLEO for hiring, promotion, redeployment and termination of own staff and staff from other work units. Leads people through transition and change. Delegates work appropriately to work unit employees. Thrives on developing the potential of work unit staff. Ensures that work unit staff receive training opportunities.

Technical and Professional Competence

Requires minimal oversight. Maintains awareness of community development needs. Maintains compliance to relevant legislation such as Canadian Copyright Act, MFIPPA, and Ontario Children, Youth and Family Services Act. Keeps current with broader library service trends. Comprehensive understanding of the collection management function. Strong planning and management skills. Is able to establish performance measures for work unit staff and evaluate the outcomes. Well-developed project management skills. Expertise serves as a resource to co-workers. Assumes responsibility for continuous professional development.

Teamwork

Adept at developing and maintaining collaborative and productive relationships with others to achieve business goals. Can work effectively as a team leader and as a member of a team.

Data Analysis

Analyzes organizational performance reports across multiple channels and recommends solutions. Explores and supports the implementation of analytics and data tracking best practices ensuring continuous improvement. Develops strategic plans to increase organizational performance.

What's In It For You

- Competitive compensation and overall benefits package;
- OMERS defined benefit pension package
- Eligibility for a hybrid work arrangement
- Free on-site parking;
- Confidential Employee and Family Assistance Program (EFAP);
- Employee membership to Town of Ajax Fitness Facilities;
- Engaged learning culture and professional development opportunities;
- Collaborative team members who are driven by the Library's shared values and who are constantly inspired to do great work.

We Value

- **Intellectual Freedom:** We defend democratic principles, freedom of thought and expression.
- **Connection:** We facilitate connections to knowledge and to one another.
- **Inclusion:** We welcome people from diverse backgrounds and lived experiences.
- **Equity:** We strive to remove barriers and empower the entire community in pursuit of their goals and achievements.
- **Innovation:** We nurture creativity, imagination and discovery.

Application Information

How to Apply

Candidates are invited to apply electronically to libraryjobs@ajaxlibrary.ca by 5pm on Friday, February 27, 2026.

Cover letter and résumé must be submitted in Word or PDF format. Only emailed-in applications will be accepted. Paper applications dropped off in-person will not be accepted.

Contact and Use of Information

We thank all applicants for their interest; however, only those selected for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information will be used strictly for candidate selection. The Ajax Public Library does not use Artificial Intelligence (AI) as part of the recruitment process.

Provisions of Employment

Please note that we require a satisfactory Vulnerable Sector/Criminal Records Check from all successful candidates.

Diversity and Accessibility in the Workplace

Ajax Public Library is an equal opportunity employer, committed to diversity and accessibility within the workplace, and ensuring all employees feel valued, respected, and supported. As a best practice, Ajax Public Library embraces diversity and gender expression through policy, staff training, and providing positive spaces. The Library encourages applications from all qualified candidates. Accommodation will be provided in all parts of the recruitment process as required. Applicants are asked to make their needs known in advance. Any information relating to accommodation measures will be addressed confidentially.