



Ontario Library Service – North  
Service des bibliothèques de l'Ontario – Nord

## ONTARIO LIBRARY SERVICE NORTH Job Posting

**POSTING DATE:** July 14, 2020

**CLOSING DATE:** July 31, 2020

**JOB TITLE:** Skills Development Advisor

Join our Team for a unique career opportunity, at a time of growth and change.

Ontario Library Service - North is a transfer payment agency of the Ministry of Heritage, Sport, Tourism and Culture Industries. The agency is governed by a nine-member board, which receives its authority from the Public Libraries Act, the Corporations Act, and its Letters Patent.

The purpose of the Ontario Library Service North is to provide programs and services on behalf of the Ministry by:

1. Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library services to the public.
2. Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development services.

Ontario Library Service – North and the Southern Ontario Library Service are currently undergoing amalgamation and will become the Ontario Library Service on April 1<sup>st</sup> 2021.

By joining our team today, you will have an opportunity to contribute your skills, talents and expertise to serve Northern Ontario's 126 public libraries, expanding your service delivery portfolio to the broader public library community in the province of Ontario in 2021.

Rooted in a growth mindset, we hope that as you consider this opportunity within our Team, you will not hesitate to present to us a spirit of innovation, outside the box thinking, willingness to connect and empathize with clients and be an open contributor to growing not only your own professional career and expertise with us, but to also bring positive energy and innovation to spur the growth of our new organization as a whole.

As the Ontario Library Service plots its priorities and directions to effectively serve our provinces' vast geography and unique public libraries we are seeking an individual with public library experience who is passionate about serving public libraries and is dedicated to continual personal growth and learning.

## **A. JOB INFORMATION**

**Job title:** Skills Development Advisor  
**Job grade:** 6  
**Point range:** 651-750  
**Hours of work:** 70 hrs. bi-weekly  
**Location:** May be required to report to Sudbury Office  
**Bargaining Unit:** CUPE Local 4705  
**Immediate supervisor:** Training & Consulting Director

## **B. JOB SUMMARY & RELEVANCE**

Delivers high-quality services to OLS - North's client libraries, specifically in areas of policy, planning, training, governance and problem-solving.

## **C. MAJOR RESPONSIBILITIES & ACCOUNTABILITIES**

Services:

1. Advise and train client libraries in library operations.
2. Working with the Training & Consulting Director and team members, ensure skill development and other services are in place for client libraries.
3. Identify and make recommendations to the team regarding new services or ways of delivering services to OLS - North clients.

Policy and Planning:

1. Conduct general assessments of libraries using available guidelines and other available tools, referring libraries to another advisor as appropriate.
2. Advise library staff and Board members, in public library policy and planning, and assist with the development of plans.
3. Design, produce and deliver training programs for clients in governance and trustee development, policy and planning.
4. Identify when studies in specific areas are required, develop and implement requisite methods, complete and communicate findings and reports.

## **D. CRITICAL/REQUIRED QUALIFICATIONS AND COMPETENCIES (work behaviours, knowledge and skills)**

**Knowledge:**

- Post graduate degree in library or information science from an accredited institution
- Knowledge of public libraries and planning
- Working experience in a library environment for a minimum 1 year

**Skills:**

- Policy and Planning:
  - Proven understanding of:
    - Library operations and governance
    - Developing practical strategic and operational plans for libraries
  - Ability to draft policy and planning documents

- Customer service:
  - Skilled at customizing and delivering services to fit needs of clients
  - Responds quickly and professionally, conducting a service interview to clarify the client's specific need
  - Demonstrates empathy with client(s) and clearly explain the process being used to deliver the requested service or product
  - Resolves or refers client queries efficiently and appropriately
  - Follows through on all queries within an agreed-to timeframe
  
- Communication:
  - Listens actively and paraphrases effectively
  - Writes and speaks clearly, logically and concisely
  - Demonstrates small and large group communication skills to promote open dialogue
  
- Training:
  - Able to convey knowledge of specific library processes and planning to a broad range of people, gearing the training to each individual's level of understanding
  - Able to design training tools and sessions, beginning with needs and readiness assessments right through to delivering the training
  - Can assess most effective way of delivering training
  
- Problem-solving and decision-making:
  - Uses a sound, logical approach to solving problems and making decisions and judging when these need to be referred to management
  - Brings issues or items to the Training & Consulting Director attention appropriately
  - Carefully weighs the information available to solve problems
  - readily accepts responsibility and accountability for actions
  
- Language
  - At least one Skills Development Advisor and/or the Training & Consulting Director must be fluent in both English and French
  
- Team collaboration:
  - Experience working on project – based team
  - Demonstrates ability to contribute to team's defined goals and milestones
  - Acts as a resource to others, and willingly seek information from team members, sharing information and ideas to improve the team's ability to meet milestones and goals
  - Works with colleagues and Training & Consulting Director to effectively achieve results
  - Delivers team assignments on time and to specification to ensure team goals are met

**Work Behaviours:**

- Collegial and contributory member of the team and of OLS - North as a whole
- Client focused; committed to service excellence with clients
- Solution focused; balances expectations and needs of various stakeholders
- Collaborative with team members and colleagues, identifying synergies and opportunities for benefiting clients and/or OLS - North
- Professional, organized and prepared
- Properly uses authority
- Loyal to the OLS - North's goals
- Within OLS - North's parameters, generates or recommends resourceful or creative new approaches and solutions that improve productivity, and client service

**E. PREFERRED QUALIFICATIONS AND COMPETENCIES**

Preferably, the incumbent is able to:

- Demonstrate understanding of the public library environment in Northern Ontario
- Envision future trends and communicate to team possible applications regarding client services

Please provide your complete resume no later than 4:00 p.m. July 31, 2020

Attn: Mellissa D'Onofrio-Jones, CEO  
Ontario Library Service – North  
334 Regent St.  
Sudbury, Ontario  
P3C 4E2  
mdonofrio.jones@olsn.ca  
Phone: 705-675-6467 x209

*Ontario Library Service North supports the principles of the Accessibility for Ontarians with Disabilities Act (AODA). Pursuant to AODA requirements, accommodations for disabilities are available to applicants who are invited to an interview and who request individual accommodation during the recruitment process.*

*We thank all applicants for their interest, but only those considered for an interview will be contacted.*