



<i>Posting ID</i>	02-2026
<i>Posting Type</i>	Internal & External
<i>Posting Date</i>	February 10, 2026
<i>Closing Date</i>	March 10, 2026
<i>Number of Openings</i>	1

## Library Services Manager (Permanent, Full Time)

### **Wood Buffalo Regional Library (WBRL) is seeking a Library Services Manager to join our team!**

The Library Services Manager leads the development and delivery of all public facing services, ensuring high quality customer experiences across reference, reader's advisory, and circulation. This position has five direct reports and twelve indirect reports.

We're seeking a dynamic and collaborative leader who will help shape exceptional public library experiences. In this role, you will inspire and support staff through strong leadership, coaching, and professional development while modeling excellent customer service. You will recruit, train, and supervise Library Associates and Assistants, fostering a positive, team oriented environment where creativity and leadership can thrive.

As part of the leadership team, you will contribute to long and short term planning, lead impactful projects, and ensure operational excellence. With strong organizational, communication, and analytical skills, you'll identify efficiencies, support strategic initiatives, and uphold service standards across all public service areas.

If you're a motivated leader who excels at bringing out the best in others and believes in the power of libraries to enrich communities, we would love to meet you.

### Key Responsibilities and Duties

- Oversee and manage all aspects of the Library Services/Public Services department, including service desks and operations across both floors.
- Develop and recommend strategies aligned with WBRL's Strategic Plan to support organizational priorities and long-term goals.
- Provide leadership and oversight in planning, decision-making, and the development of services, spaces, collections, and technologies that respond to evolving community needs.
- Analyze library performance and community needs, and work collaboratively to recommend service improvements aligned with strategic goals and an enhanced user experience.
- Design and implement solutions to increase customer retention, engagement, and satisfaction.
- Oversee in-house customer experiences and provide space-planning recommendations using a user-centred approach.
- Develop and coordinate library-wide processes that support consistent and equitable borrower services.
- Manage assigned staff, including performance management, training and development, succession planning, recruitment, discipline, and grievance response; coordinate schedules, service models, and workflows to ensure consistent coverage and high-quality service delivery.
- In collaboration with the Community Engagement Manager, plan, implement, and evaluate outreach initiatives for all ages and demographics.
- Strengthen relationships with schools and local organizations by coordinating educational outreach, including library tours, instructional services, and presentations.
- Manage escalated or unresolved public service issues with empathy, professionalism, and sound judgment.

- Interact with the public in a courteous, professional, and efficient manner to promote a high standard of public service.

## Education and Experience Qualifications

### Required:

- Master of Library and Information Studies from an ALA accredited program.
  - Equivalent and relevant combination of education and management experience may be considered.
- Five years of progressively responsible public library experience, including a minimum of 3 years leadership, supervisory or management experience. Experience in a unionized environment is preferred.
- Experience with Library specific software applications (Polaris)
- Experience coaching, mentoring, or training staff.
- Experience working directly with the public in customer-service-focused roles.
- Experience developing, implementing, and evaluating services and programs for a diverse customer base, including setting measurable outcomes, collecting and analyzing service data, and using results to inform continuous improvement.

### Considered an asset:

- Standard First Aid Certification.

## Knowledge and Abilities

The successful candidate must possess the following knowledge and abilities:

- Advanced knowledge of public library services, principles, and practices, including collection development, circulation, reference, readers' advisory, and information literacy.
- Proficiency with library technologies, including the Integrated Library Systems (ILS), specifically Polaris/LEAP/BiblioCommons, and a wide range of digital tools, databases, electronic resources, and public access technology.
- Strong understanding of information-seeking behaviour and digital literacy in public library environments.
- Knowledge of the Dewey Decimal System and public library organization.
- Advanced knowledge of WBRL's Plan of Service, programs, and organizational goals, with the ability to align services and operations accordingly.
- Ability to evaluate library services using statistics, outcome measurement, and community needs data to inform planning and decision-making.
- Knowledge of budgeting, financial management, policy interpretation, reporting, and project management.
- Knowledge of privacy and confidentiality requirements and the appropriate handling of personal and sensitive information in a public library
- Demonstrated leadership ability, including staff supervision, performance management, training, and fostering a positive, collaborative work environment.
- Excellent communication, interpersonal, and presentation skills, with the ability to interact effectively with staff, the public, and stakeholders.

- Strong organizational, time-management, and problem-solving skills, with the ability to manage multiple priorities in a dynamic environment.
- Demonstrated adaptability, commitment to continuous learning, customer service excellence, and innovative service delivery.

### Physical Requirements

- Ability to perform a range of physical motions, including routine and repetitive bending, pushing, moving, and carrying library materials.
- Carrying and lifting up to 35 pounds.

### Other Requirements

- A current, acceptable Vulnerable Sector Check conducted by the RCMP.

**To view the full job description, please email [workwithus@wbri.ca](mailto:workwithus@wbri.ca).**

<b>Schedule</b>	35 hours a week. Primarily Monday to Friday between 8 am and 5pm, and occasional evening and weekend work as required to manage the department.
<b>Annual Wage</b>	\$85,407.40 to \$101,132.20 per year <i>Annual wage includes cost of living allowance of \$12,480 per year.</i> In addition to the rate of pay, we offer other attractive incentives including an extensive benefits plan.
<b>Reports to</b>	Director

If you would like to apply for this position, please send your resume and cover letter to [workwithus@wbri.ca](mailto:workwithus@wbri.ca). Please include **Library Services Manager** in the subject line. We appreciate the interest of all applicants. Only those individuals selected for interviews will be contacted.

*In the event there are no qualified applicants, WBRL may, at its discretion, waive all or part of the education or experience requirements.*