



Guelph Public Library
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Job Posting

Position: Supervisor of Community Engagement

Department: Information and Technical Services

Employee Group: NUME

Status: FT

Posting Number: 26-33

Position Summary:

The Supervisor of Community Engagement oversees Information and Technical Services, leading Librarians, Library Assistants, and Library Technicians to deliver high-quality, equitable customer service, cataloguing, and reference support. The role manages scheduling, supervision, recruitment, onboarding, and performance, while supporting staff in complex frontline situations and fostering safe, inclusive library spaces. As a visible leader, this position advances the library's mission by enhancing customer experience and strengthening community connection through responsive, equitable service.

About the Guelph Public Library

Guelph Public Library (GPL) is one of the oldest public libraries in Ontario. With over 1,500 daily visits and two million resources checked out annually, we're proud to be a hub of community activity where patrons can explore, connect, and thrive.

Our new strategic plan, *From Barriers to Bridges*, outlines our path forward over the next four years. Our goal is that our community, staff, and partners expect empowerment each and every time they interact with us. We're looking for employees who aspire to empower others with their commitment to fostering trust, deepening belonging, nurturing curiosity, and cultivating resilience.

Hours

Operating hours of the library – daytime, evening, and weekend shifts (Saturday and Sunday)

Will be on a rotational shift with weekends and evenings to support staff.

Duties

- Provide leadership and support, scheduling, development, and evaluation of the Information and Technical Services teams.
- Support systemwide service planning and operational decision-making related to public service delivery.
- Monitor and recommend improvements to workflows, staffing models, customer service practices, and departmental operations.
- Oversee recruitment, onboarding, training, performance management, and employee relations processes of the Information and Technical Services departments in consultation with Human Resources and Senior Management.
- Lead staff training initiatives for the Information and Technical Services departments related to customer service, reference services, library technologies, safety procedures, trauma-informed service approaches, de-escalation strategies, and public service best practices.
- In collaboration with the Central Library Supervisor, promote exceptional customer service standards and ensure staff are supported in delivering responsive, equitable, trauma-informed, and community-focused service.
- Support and mentor staff in advanced reference, reader's advisory, information literacy, digital literacy, and public service practices.
- Support public access technology services and staff training related to emerging digital tools and library technologies.
- Oversee Technical Services workflows, including cataloguing standards, metadata quality control, processing workflows, and collection access practices.
- Work collaboratively with Branch Supervisors to support coordinated collection development practices and ensure collections reflect community needs and systemwide priorities.
- Assist with the creation, implementation, communication, and staff training related to systemwide library policies, procedures, and operational practices.
- Collaborate with the Programming Supervisor to support coordinated systemwide programming, customer engagement initiatives, and shared service priorities.
- Collaborate with the Makerspace Supervisor to facilitate coordinated programming opportunities, cross-departmental initiatives, and equitable access to emerging technologies and creative learning opportunities.

- Work closely with the Archives Department to support archival initiatives, local history engagement, and public access to archival collections and services.
- Support the development and maintenance of partnerships with community organizations, social service agencies, schools, cultural organizations, and external stakeholders to strengthen library services and community engagement.
- Collaborate with community agencies and internal leadership to respond to evolving community safety and wellbeing needs.
- Oversee and support outreach and community engagement initiatives that increase awareness of GPL services, resources, and programs.
- Collaborate with Senior Management to ensure consistency of public service operations and customer experience across all locations.
- Respond to customer complaints in coordination with Senior Management.
- Participate in emergency response planning and operational leadership related to public-facing incidents and service disruptions.
- Track departmental performance metrics, customer service trends, and operational data and use findings to inform continuous improvement and service planning.
- Align public service operations with GPL's strategic plan and organizational values.
- Assist in ensuring the Central Library is a safe, inclusive, accessible, and respectful environment for staff and patrons.
- Participate in organizational planning, committees, and cross-departmental initiatives as required.
- Other duties as required.

Qualifications

Section A – Your application must describe your qualifications as they relate to:

- MLIS degree from an ALA-accredited program.
- A minimum of 4 years of progressive management experience in a public library, including up to 3 years of supervisory experience in a unionized environment.
- Demonstrated experience supporting frontline public service staff in high-volume or complex customer service environments.
- Strong knowledge of reference services, public service delivery, and customer service best practices.
- Experience managing scheduling and operational coordination for multiple staff or departments.

- Knowledge of cataloguing practices, technical services operations, integrated library systems, and metadata standards.
- Familiarity with collection development practices and public library collections.
- Excellent leadership, communication, conflict resolution, and interpersonal skills.
- Demonstrated ability to respond to and manage complex situations involving vulnerable populations with professionalism, empathy, sound judgment, and a trauma-informed approach.
- Experience mentoring or supporting staff, students, or volunteers.
- Demonstrated commitment to equity, diversity, inclusion, accessibility, and community-centered public service.
- Strong organizational and time management skills with the ability to manage shifting priorities in a fast-paced environment.

Section B – Physical Demands and Working Conditions:

This management-level position operates within a dynamic public library environment and involves a combination of administrative responsibilities, leadership oversight, and visible engagement across library spaces and services. The role includes significant computer-based work, regular movement throughout library facilities to support staff and operations, and occasional handling of library materials or equipment related to service delivery. The Supervisor of Community Engagement is regularly required to provide direct support in active public service environments and respond to challenging or emotionally complex customer interactions. Evening and weekend work may be required to meet operational and organizational needs. The position demands flexibility, sound judgment, and the ability to manage shifting priorities in a fast-paced, public-facing environment.

Notes

- Applicants are required to demonstrate in their application how their qualifications match those specified above. Assessments based on all the objectives and qualifications listed above will be a part of the interview, and a presentation may be administered.
- Employment is conditional upon satisfactory criminal record and vulnerable sector check.
- An employee reference check is also required.

Contact Information

Human Resources Contact

Email: celstonryder@guelphpl.ca

Phone: 548-855-0384

How to Apply

All interested candidates should forward their application including a resume, cover letter, and 2-3 references quoting this posting number to Human Resources.

Carolyn Elston-Ryder

Human Resources

Guelph Public Library

100 Norfolk St.

Guelph, ON N1H 4J6

celstonryder@guelphpl.ca

Please quote "**Supervisor of Community Engagement 26 33**" in the subject line.

The Guelph Public Library is an equal opportunity employer which values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to participate in the hiring process, please contact us to make your needs known in advance.

NUME [#]: [6]

Posting No.: 26-33

Rate: \$97,000 to \$121,435

Starting: August 17, 2026

Closing: August 26, 2026 at 5 pm

Reporting to: Manager of Public Service