Director, Corporate Services

Richmond Hill Public Library

Position Profile and Candidate Brief

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Richmond Hill Public Library Overview



At RHPL, we're driven to be your lifelong partner in learning. We strive to transform how you interact with and exist in library public spaces; to improve your quality of life through innovative programs and free services that serve this community. Our role is to sustain a gathering place for our community and to provide equitable and universal library access with resources that support your well-being.

Mission, Vision & Values

Our Vision

We provide world-class library experiences that motivate you to confidently adapt and thrive in a world of change, and enhance Richmond Hill as a place to live, visit, and do business.

Our Mission

We offer you knowledge, experiences, and resources that enable you to grow the capabilities you need to respond to personal, local, national, and global challenges, as well as trends and interests.

Our Values

- We champion our differences. We believe that understanding and embracing diversity enriches us; that our services should be accessible to everyone; that freedom of expression ensures we can exchange ideas and perspectives.

- We focus on impact. We believe that our customers are our top priority; that doing the right things and doing things right will help us focus and be more impactful; and that we need to balance short and long-term growth.
- We are adaptable. We believe that embracing ambiguity and responding quickly to change is necessary in a fast-paced world; that curiosity and creativity fuel new thinking; and that our failures make us stronger and smarter.
- We actively engage. We believe in co-designing with our community; that hands-on and collaborative experiences make for more memorable learning; and that accountability means being part of the solution.

Why Join the Richmond Hill Public Library Team?

Richmond Hill Public Library is committed to enriching your connections, choices and community. It has four branches, more than 72,700 registered members and over three million online and in-person uses. Members use 2.1 million collection items annually, and approx. 66,700 people attend its programs. As a 21st century library, we continue to adapt to change in various ways which includes empowering staff through teamwork, development and a celebration of curiosity.

We're committed to our staff team, and providing them with the competencies and confidence to fully contribute to our community. We value diverse perspectives and work together to create a welcoming, responsive, and inclusive library space where everyone can explore, learn, and belong.

Richmond Hill Public Library has four public library branches:

- Oak Ridges Branch
- Richmond Green Branch
- Richvale Branch
- Central Branch

Job Description

Position Summary:

As a member of the Executive Leadership Team, the Director of Corporate Services will provide visionary leadership in the organization through a diverse portfolio including Information Technology, Financial Services, Risk Management, Facility Management and Human Resources. You will lead these functions and demonstrate innovation, collaboration, excellence, and have a strong customer service ethic. This position also acts as a liaison between the library and associated municipal departments at the City of Richmond Hill. As needed, you will be required to act on behalf of the CEO.

The salary range for this position is $136,996–$160,260.

Key Responsibilities:

Senior Leadership

- Provide overall guidance and insight for the organization
- Collaborate to provide outstanding customer experience
- Work closely with the Executive Leadership Team
- Provide support to the CEO
- Develop working relationships with key members of the City of Richmond Hill management
- Develop and maintain positive working relationships with elected and government officials
- As a member of the executive leadership team, act as a role model for organizational values and workplace culture, develop and write policies, develop and manage resources and budgets, sponsor committees and working groups, and write and present board reports and updates

Departmental Leadership

- Responsible for the development and delivery of the library's financial, technological, risk management, human resources and facilities management
- Monitor departmental progress on projects, commitments and initiatives
- Review current processes and practices, and apply modern tools and thinking to advance how the department operates and delivers services in an agile fashion
- Provide the department with visionary and strategic leadership goals and associated business plans that speak to the corporate vision
- Continuous improvement – Consider opportunities for service delivery improvement and modern service development

Information Technology

- Oversee and optimize library information solutions
- Provide technology experience and background to oversee a team of technology professionals
- Provide a forward-looking environment for a best of breed public technology experience
- Support decision-making through data management and analysis
- Collaborate with City of Richmond Hill IT department to maximize efficiency and customer experience
- Be familiar with managing in SaaS environment

Human Resources

- Provide oversight and guidance regarding:
  - Employee relations
  - Recruitment and staffing
  - Performance management
  - Compensation
  - Training and Development
  - Labour relations and union liaison
  - Ensuring compliance with legislation (AODA, Occupational Health and Safety)
- Work closely with the Human Resources department at the City or Richmond Hill

Finance

- Liaise with the City of Richmond Hill Finance department in the administration of financial services
- Responsible for overall budget in alignment with strategic plan
- Oversee procurement, vendor contracts and grants
- Define departments expectations and targets for operating budgets
- Set criteria and justification of capital projects
- Provide regular financial information to the Board of Directors

Risk Management

- Develop and oversee Risk Management program to inform timely and considered decisions (control, identification, assessment)
- Develop and manage business continuity planning
- Act as privacy officer for the library (MFIPPA)
- Work closely with the City of Richmond Hill

Facility Management

- Oversee the management of the physical spaces and associated infrastructure related to the experiences that customers have within these spaces.
- Lead the operations of each branch to ensure the spaces are modern, safe, welcoming and optimized for service needs, including oversight of space planning and design, building related systems such as access control and alarms, building cleanliness, maintenance and accessibility, health and safety programs, and emergency preparedness in collaboration with internal service partners where necessary to achieve success.

The Ideal Candidate

- **Education and Designation:** A Degree in Business Administration, Public Administration or related discipline. A Master of Library and Information Science (MLIS) is preferred.

- **Experience:** Has a minimum of seven years of prior experience in a senior leadership role. Prior experience in a library environment is a notable asset. Other public sector experience is also considered an asset.

- **Required Skills/Knowledge**:
- Knowledge of public library administrative processes, Public Libraries Act, and other related legislation, regulations and guidelines
- Strong judgment
- Political acumen
- Experience with modernizing processes and implementing IT initiatives
- Strong public service orientation and awareness of current social, political, and economic priorities affecting public libraries and municipal governments
- Leading organizational change through strong leadership and people development skills
- Proven communication skills which bring an exceptional ability to influence internal and external stakeholders
- Demonstrated ability to oversee and manage budgets including establishing, forecasting, and controlling budgets
- Model leadership through passion, courage and integrity
- Creating a work environment of curiosity, risk taking, and challenging the status quo
- Accomplished in strategic and analytical thinking, problem-solving and decision-making
- Leading the organization in a way that builds and protects a culture of honesty, openness, respect, and trust through open communication
- Must possess a valid Ontario Class "G" Driver's License, and have access to a vehicle for use on corporate business (mileage compensated) and will be required to provide proof of vehicle insurance upon hire

- **Personal Leadership:** Demonstrates self-awareness and takes personal responsibility about their impact on others, strives for continuous personal growth and development as a leader.

- **Navigates & Leads Through Complexity & Change**: Leads and successfully adapts to internal and external change in a complex public sector environment with multiple stakeholders and competing demands.

- **Shapes the Future:** Anticipates and understands emerging trends and needs, brings vision and strategic direction, and identifies and applies innovative solutions to leave the organization better than it was.

- **Cultivates Open Communication**: Develops, fosters and demonstrates open communication to involve, engage, and inspire others.

- **Builds People & Culture:** Empowers, supports, and invests in staff and corporate culture.

The Timeline

We trust this Position Profile has enabled you to decide whether the position of a Director, Corporate Services at the Richmond Hill Public Library interests you. If you wish to be considered for the position, please forward a cover letter and your resume in PDF format by email to **Kartik Kumar at careers@lesp.ca by December 18, 2026 @ 11:59 pm.**

Please be assured that any information shared with Legacy Partners will be treated with the strictest confidence and shared only with the client for the purposes of this search.

Thank you once again for your interest.

Legacy Partners and the Richmond Hill Public Library are committed to equity, diversity and inclusion and recognizes that a diverse staff is essential to organizational excellence. We welcome applications from all qualified individuals and encourage women, members of racialized communities, Indigenous persons, persons with disabilities, and persons of any sexual orientation or gender identity to confidentially self-identify at the time of application. In accordance with the provincial legislation, accommodation will be provided by Legacy Partners and the organization throughout the recruitment, selection and/or assessment process, upon request, to applicants with disabilities. Applicants who wish to self-identify may complete the Legacy Partners Voluntary Self Identification Questionnaire. Participation is optional and is not a condition of applying.



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