



*The Calgary Public Library represents unlimited possibilities and inspires people of all ages to wonder, seek, discover, and share. Calgary's 21 libraries are community hubs that ignite learning, discussion, innovation, and action and our patrons are curious, creative, and resilient. This is accomplished through the Library's commitment to empowering community by connecting you to ideas and experiences, inspiration and insight.*

*To achieve our vision of Potentials Realized, Calgary Public Library is seeking leaders with ideas, energy, passion and commitment who can help us make a difference in the lives of Calgarians and take public library services to a new level of excellence.*

*The Calgary Public Library acknowledges the traditional territories and oral practices of the Blackfoot people, the Nakoda people of the Îyâxe Nakoda Nation, the Beaver people of the Tsuut'ina Nation, and the peoples of the Métis Nation of Alberta, Region Three.*

### **Service Design Lead – Reading, Literacy and Storytelling, Central Library** **(Full Time Permanent)**

As a key member of the Service Design team, the position of Service Design Lead in the area of Reading, Literacy and Storytelling will be primarily responsible for the design of a rich continuum of innovative system-wide virtual and in-person programs and services that inspire and encourage reading, literacy and storytelling as tools to build community, foster a culture of empathy and understanding, and enrich reading and writing in all its forms. This position will also explore the connections between storytelling and the Library's digital and physical spaces to create engaging programs that connect and inspire the communities that the Library serves.

Calgary Public Library seeks an innovative Service Design Lead who has:

- In-depth knowledge and understanding in the area of literacy, particularly reading, writing and storytelling (including digital storytelling).
- A commitment to curiosity and a recognized track record of generating and developing bold and visionary ideas. Knowledge and experience with design thinking is an asset.
- Demonstrated capacity to design enriching and engaging patron-focused programs and services, particularly in a public environment.
- Outstanding leadership and communication skills, including the proven ability to influence others and lead change.
- Demonstrated ability to work collaboratively with a broad range of stakeholders and develop impactful community partnerships.
- Experience creating and facilitating interactive professional learning.
- An understanding of intellectual freedom and social justice issues in a library context is an asset.

#### **Key Responsibilities**

- Leads the identification of need, design, development and packaging of innovative, cost-effective, and scalable system-wide library services and programs that inspire and encourage reading, literacy, and storytelling.
- Conducts research and environmental scans to identify trends and opportunities.



- Implements evaluation strategies to assess effectiveness and identify weaknesses, with the aim of continuously improving services and programs.
- Manages projects and leads project teams, including budget accountability, as required in service design and the piloting of new initiatives.
- Designs and delivers virtual and in-person training to build staff capacity to support the implementation of programs and services and act as a system liaison.
- Active participation and Library representation in the broader network of organizations serving the respective areas of focus in Calgary including development and management of partnerships.
- Continuous personal development and growth as a leader.

### **Qualifications**

- A Master level degree (e.g. Master of Education, Master of Library Science) with a minimum of three years directly related experience OR Bachelor level University degree and five years' directly related experience.
- Proven record of excellence of at least three years' directly related professional work experience, including experience in developing innovative services related to reading, literacy and storytelling.
- A passion for and experience in designing transformative programs and services, demonstrating creativity, and making the patron experience paramount.
- Demonstrated experience and success with change management.
- Excellent customer service, interpersonal, and relationship-building skills.
- Superior communication (verbal and written), problem-solving, and decision-making skills.
- Experience in application of project management tools and strategies.
- Advanced technological skills.

### **Benefits**

- Competitive salary
- Extended Health and Dental Benefits
- Life Insurance
- Participation in the Local Authorities Pension Plan (LAPP)
- Employee Family Assistance Program (EFAP)
- The opportunity to contribute to an award-winning library system, grow professionally and make a positive difference in the lives of Calgarians

### **How to apply:**

If **Service Design Lead – Reading, Literacy and Storytelling** sounds like the next chapter in your career story, take this opportunity to make a real contribution to one of Canada's leading public library systems. Please send a cover letter and resume to:

[work@calgarylibrary.ca](mailto:work@calgarylibrary.ca)

Be sure to quote competition number “**#849 Service Design Lead – Reading, Literacy, and Storytelling**” in the subject line of your e-mail.



**This position will remain open until filled.**

*We thank all who apply but only those selected for an interview will be contacted.*

*The Library values diversity and inclusion and welcomes diverse expertise and talent to support an innovative and collaborative work environment. We are committed to a respectful and inclusive workplace and welcome applications from all qualified candidates, including women, Indigenous people, persons with disabilities and members of visible minorities. We are happy to provide reasonable accommodations throughout the selection process, please contact us at [work@calgarylibrary.ca](mailto:work@calgarylibrary.ca).*

*Any personal information submitted will be managed in accordance with the Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment. Canadian citizens and permanent residents of Canada will be given priority. Applicants must be legally eligible to work in Canada.*