



MARKHAM PUBLIC LIBRARY

Manager, Learning & Growth

Job Posting # 2026-29

Job Type: Non-Union Full-Time

Hours: 35 hours per week on average

Number of openings: 1

Salary: \$98,176 - \$115,503 per annum

Grade: 9

Posting Date: July 10, 2026

Closing Date: July 24, 2026, by 4:30 p.m.

Markham Public Library is now accepting applications for a **Manager, Learning & Growth**.

VISION FOR THE ROLE

The Manager, Learning and Growth, is responsible for supporting library staff in achieving service excellence. The work of the Manager, Learning & Growth spans the service design process, from the design of new services to the measurement of the impact of these services on library users. The Manager, Learning & Growth coordinates strategies that support staff engagement for the system, and fosters a learning culture through the development and delivery of library-focused staff development. The incumbent supports large-scale service implementation for the branches, and ensures these initiatives are implemented with a focus on change management & staff engagement.

DUTIES AND RESPONSIBILITIES

Service Implementation, Evaluation, and Performance Assessment

1. Works cross-functionally to design, implement and assess services offered through MPL's branch system. Provides support for ongoing improvement of services and programs offered by branch staff and ensures services achieve a high standard of quality for users.
2. Through the Research Analyst, responsible for the system's data warehouse, data collection & outcome measurement functions.
3. Assesses the effectiveness of new services & coordinates the library's key performance measures.
4. Coordinates system-wide customer research including the ongoing customer satisfaction survey, outcome measurement of service and programs and other impact analysis.
5. Coordinates reporting to library stakeholders, including the development of the annual Ministry statistical report, reporting to CULC and other sector agencies, statistical reporting to the library board, and monthly internal reporting to municipal stakeholders, the library leadership team and staff.
6. Supports ongoing research into the Markham community, including analysis of community socio-demographic data using tools such as Environics and other sources. Coordinates the development of community profiles and market research.
7. Supports colleagues including the leadership team at the library and across other city departments as needed by consulting on appropriate research and data collection strategies and/or providing guidance on service evaluation.
8. Supports the leadership team with funding proposals and grant submissions, including the coordination of key performance data, outcomes, research to support business case development etc.

Change Management & Organizational Development

9. Develops and implements change management strategies & culture change programs at the system level.
10. Identifies internal opportunities for engagement and connection for MPL staff. Identify opportunities to implement internal initiatives that reinforce the culture transformation and strategic values of the organization.
11. Provides internal consulting to departments to develop solutions to challenges related to organizational culture, team dynamics & employee development.
12. Develops staff engagement strategies. Applies principles of organizational development to create opportunities to improve key indicators of workplace excellence.
13. Provides oversight for the Library's staff satisfaction program & develops strategies for staff engagement in areas related to service planning.
14. Develops & Implements system-level employee engagement & organizational culture initiatives including those in the area of equity, diversity and inclusion, recognition, wellness and psychological safety.

Library-Specific Learning & Development

15. Plans & manages budgets associated with training & conference attendance.
16. Provides direction to the Training Librarian in the delivery & administration of internal learning opportunities. Ensures effective administration of MPL's shared Learning Management System.
17. Responsible for the development, implementation, administration & evaluation of the Library's learning & development strategy. Assesses staff training needs based on customer service requirements, professional & industry standards, job profiles, core competencies & other priorities.
18. Liaises with vendors to provide training in accordance with learning & development priorities.
19. Where appropriate, responsible for instructional design & training facilitation. Delivers training content to the MPL leadership team.
20. Determines training requirements for the implementation of new service initiatives & coordinates with other staff to implement project training plans.
21. Measures the effectiveness of staff training & engagement initiatives. Maintains appropriate metrics & reporting requirements for the department.
22. Develops and maintains MPL's new employee onboarding program.

Other Responsibilities

23. Participates in internal/external Library committees & taskforces, as appropriate.
24. Attend Library Board meetings as needed.
25. Provides support to the Director, Service Excellence & acts as their delegate as required.
26. Performs other related duties as required.

QUALIFICATIONS

1. Master's Degree in Library Science from an ALA accredited Faculty of Library / Information Science, or a suitable graduate level degree in a related field.

2. Three years' related experience, including a minimum of two years' people management experience.
3. Previous experience leading teams & in supervision of staff is required.
4. Experience or education in one of the following fields is required: data management or data science, service design, statistical analysis, project management, organizational development, learning & development.

DEMONSTRATED SKILLS

1. Demonstrated success managing change & experience in change management planning.
2. A comprehensive understanding of current public library practices & branch library services.
3. Demonstrated experience with systems implementation & data management & analysis.
4. Demonstrated project management experience.
5. Demonstrated ability to work cross-functionally and lead without direct authority.
6. Excellent verbal & written communication skills; interpersonal skills; facilitation & presentation skills.
7. Demonstrated ability to establish effective working relationships & collaborative work approaches with both internal & external contacts.

CORE COMPETENCIES

- Organizational Alignment
- Embraces Inclusion, Diversity, Equity and Access
- Thinks Creatively with a Learning Mindset
- Leads Others
- Manages Change
- Awareness & Acuity

All interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of the position to:

E-mail: jobposting@markhamlibrary.ca

Please quote the **job posting #2026-29** in the Subject line.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require a code-protected accommodation through any stage of the recruitment process, please make them known when contacted, and we will work with you to meet your needs.

AI Disclosure

At the Markham Public Library, we value transparency and fairness in recruitment. We do not use AI to screen, assess, or select applicants. All evaluations are conducted by people.

Vacancy

Replacement Vacancy

We thank all applicants for their interest, however, only those selected for an interview will be contacted.