



LIBRARY OF PARLIAMENT
BIBLIOTHÈQUE DU PARLEMENT

EXECUTIVE BRIEF

SENIOR DIRECTOR, BRANCHES AND PARLIAMENTARY OUTREACH – LIBRARY OF PARLIAMENT | OTTAWA, ONTARIO

A UNIQUE OPPORTUNITY TO SHAPE HOW PARLIAMENT CONNECTS WITH INFORMATION, KNOWLEDGE AND CANADIANS

Are you a visionary leader with a passion for public service, innovation and client excellence? The Library of Parliament is seeking an executive to lead the Branches and Parliamentary Outreach Division, a dynamic and highly visible division that connects parliamentarians, their staff and Canadians with the information, expertise and services they need to support parliamentary democracy.

As **Senior Director, Branches and Parliamentary Outreach**, you will influence how parliamentarians access trusted information, how Canadians engage with and understand Parliament, and how the Library continues to evolve its services in an increasingly dynamic information environment.

Reporting to the Director General, Library and Research Services, you will provide strategic leadership for a diverse portfolio that includes parliamentary outreach and learning, library branch operations, information and reference services, current awareness products and public information services. You will lead multidisciplinary teams while helping shape the future direction of a respected national institution.

WHY THIS ROLE MATTERS NOW

The Library of Parliament is continuing to evolve how it delivers information, outreach and client services in response to changing parliamentary expectations, advances in technology, increasing accessibility requirements and growing demand for trusted information. At the same time, the Library is redesigning two key on-site service points: 1) preparing for the reopening of its iconic Main Library once the

renovations to Centre Block are complete, and 2) the integration, into the Parliamentary Precinct, of a second major branch being extended and built on the other side of Wellington Street.

As Parliament's information environment becomes increasingly complex, the Library is focused on strengthening client experiences, modernizing service delivery, expanding access to information and building organizational excellence. The Senior Director will play a central role in advancing these priorities while ensuring the Library continues to deliver exceptional, non-partisan service in support of Parliament and Canadian democracy.

THE STRATEGIC CONTEXT

The Library of Parliament occupies a unique place within Canada's parliamentary system. It offers parliamentarians and their staff impartial and confidential reference, research and analysis services, news from around the globe and access to its extensive collection of resources.

The organization is pursuing a modernization agenda focused on:

- enhancing the parliamentary client experience;
- modernizing service delivery, physical spaces and access to information;
- leveraging digital technologies and innovation;
- strengthening accessibility and inclusion; and
- building organizational excellence and leadership capacity.

These priorities create a compelling opportunity for a senior leader to shape the future of some of the Library's most visible and client-facing services.

THE LEADERSHIP CHALLENGE

The successful candidate will be expected to:

A. LEAD LIBRARY SERVICE MODERNIZATION

Drive innovation and continuous improvement across library branches, reference and intake services, parliamentary learning programs, outreach initiatives and public information services.

B. STRENGTHEN PARLIAMENTARY CLIENT ENGAGEMENT

Ensure library information services remain responsive, accessible and aligned with the evolving needs of parliamentarians and their staff.

C. BUILD HIGH-PERFORMING TEAMS

Provide leadership to managers and multidisciplinary teams while fostering a respectful, inclusive and collaborative workplace culture.

D. BUILD STRATEGIC PARTNERSHIPS

Represent the division and the Library in strategic forums while fostering collaborative partnerships that advance organizational priorities and support institutional effectiveness.

E. INFLUENCE ORGANIZATIONAL DIRECTION

Provide strategic advice to senior leadership on service delivery models, modernization opportunities, governance and future priorities.

F. NAVIGATE CHANGE WHILE MAINTAINING EXCELLENCE

Balance transformation and innovation with the Library's longstanding reputation for professionalism, neutrality, reliability and service quality.

G. ENSURE SOUND STEWARDSHIP

Provide strategic oversight of financial, human and operational resources while promoting strong governance, accountability and the responsible stewardship of public resources in support of organizational priorities and long-term success.

WHO WE'RE LOOKING FOR

The ideal candidate will bring:

- significant experience leading multidisciplinary teams delivering a library function, including responsibility for operational planning, workforce management and performance management;
- experience providing strategic advice and recommendations to senior executives;
- experience building and maintaining relationships with senior stakeholders and partners;

- experience developing and implementing strategic and operational plans;
- experience leading organizational change, transformation or modernization initiatives;
- significant experience leading client-focused programs, services or operations; and
- knowledge of Canada's parliamentary system and parliamentary institutions.

Most importantly, we are seeking a leader who can inspire people, build partnerships, manage complexity and deliver meaningful results in service of Parliament and Canadians.

WHY JOIN THE LIBRARY OF PARLIAMENT?

Few executive roles offer the opportunity to combine:

- meaningful contribution to Canadian parliamentary democracy;
- organization-wide leadership impact;
- a respected, non-partisan environment;
- a significant modernization mandate;
- talented, dedicated professionals; and
- a culture grounded in service, collaboration and excellence.

This is an opportunity to influence how Parliament's trusted knowledge institution serves its clients today and evolves for tomorrow.