Search Profile

Executive Director, Customer Experience

Edmonton Public Library

Summer 2026

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The Organization

The Edmonton Public Library (EPL) is the city's public library system. An award-winning system, EPL continues to push the boundaries of modern library service for Edmontonians through its talented staff, innovative programming, technology, and resources.

EPL operates branches across Edmonton to provide access to physical and digital spaces, collections, and programs that meet the entertainment, informational, and lifelong learning needs of Edmontonians of all ages and backgrounds. Guided by its Community-Led Service Philosophy, EPL is embedded in the neighbourhoods it serves, connecting with customers and non-customers alike to understand community needs and break down barriers to access.

In EPL's own words: *"At EPL our mission is simple:* ***we share!*** *We share expertise, information, technology, and space with Edmontonians for learning, connecting, creating, discovering, enjoying, and enriching communities. Our vision is to be the gathering place for people and ideas, enabling a lifetime of learning, engagement, and possibility for every Edmontonian".* This mission is brought to life through the 2027-2030 strategic goals, which position EPL as the best place to read, the best place to experience, and the best place to learn. EPL champions reading and intellectual freedom, creating welcoming and meaningful experiences, and helping Edmontonians build the literacies, critical thinking skills, and AI competencies needed to navigate an increasingly complex world.

Intellectual Freedom remains a fundamental value at EPL, upheld through advocacy and a continued commitment to non-judgemental, unfettered access to a wide and diverse range of knowledge, ideas, and perspectives.

For more information about the Edmonton Public Library, please visit their website.

The Opportunity

Reports to:	Chief Executive Officer (CEO)
Direct Reports:	5: Director, Branch Services & Community Engagement (x2); Manager, Youth Services; Manager, Adult Services; System-Wide Team Chairs.
Location:	Edmonton, AB

Areas of Responsibility

Reporting to the Chief Executive Officer (CEO), the Executive Director, Customer Experience, is a key member of the Executive Leadership Team, providing strategic and operational leadership for Branch operations and system-wide teams. Working collaboratively with senior leadership, the Executive Director helps bring EPL's vision and business plan to life through leadership of teams across the organization in the implementation and evaluation of system-wide goals and business plan priorities.

The Executive Director, Customer Experience coaches and inspires a customer-focused management team committed to delivering exceptional library service across Edmonton. Balancing system-wide leadership with a deep

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understanding of community needs, the Executive Director advances innovative, responsive and inclusive services that create an excellent experience at every stage of the customer journey.

Key portfolio responsibilities include:

- Leading the strategic development, implementation and ongoing delivery of library services and programs at 21 branches across the city;
- Championing exceptional and consistent customer experiences across EPL's locations and services;
- Advancing EPL's community-led service philosophy by ensuring programs and services remain responsive to the evolving needs of Edmonton's diverse communities.

The Executive Director, Customer Experience is an integral member of the Executive Leadership Team and joins the Chief Executive Officer; Chief Financial Officer; Executive Director, Collections and Technology; Director, Marketing, Communications and Fund Development; and Executive Director, Employee Experience in leading system-wide strategies and initiatives. Edmonton Public Library employees support and work within the policies and framework of EPL's corporate culture, as embodied in its Purpose, Mandate and Mission statements, Values, Community-Led Service Philosophy, and the Canadian Federation of Library Associations' position statements on Intellectual Freedom and Diversity and Inclusion, with particular emphasis on providing excellent customer service.

Key Accountabilities

Strategic Leadership

- As a member of the Executive Leadership Team, contribute to strategic plan development and lead major system-wide business plan initiatives, ensuring effective change leadership and staff engagement.
- Identify, analyze and prioritize opportunities to enhance customer experience, working collaboratively across EPL to translate strategic direction into effective services.
- Serve as a strategic and technical resource to the CEO on customer experience, branch operations, programming and other library services.

Customer Experience Leadership

- Lead the development, implementation and ongoing delivery of excellent library services and programs across EPL's 21-branch library system, ensuring an exceptional and consistent experience at every stage of the customer journey.
- Provide executive oversight of key portfolios, including Branch Services, Adult Services, Youth Services and Indigenous Services, as well as system-wide teams and projects.
- Manage large and complex budgets, conducting the financial affairs of the Library within approved budgets and effectively deploying library resources to meet strategic goals and objectives.
- Champion a strong organizational culture that prioritizes excellent customer and employee experiences, safety and security, and a sense of welcome and belonging.

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People Leadership

- Lead a team of approximately five (5) direct and over 550 indirect reports across multiple portfolios, including system-wide teams and/or project leads.
- Foster a collaborative, inclusive and learning-oriented culture; coach, mentor and develop leaders and staff for performance, retention and engagement.
- Oversee effective recruitment, onboarding, training, and performance management practices across the portfolio.

Capital Projects

- Oversee capital furniture expenditures (epl2go literacy vans, furniture and shelving) to ensure well-maintained and updated physical assets. Regularly review and contribute to the identification of capital priorities.
- Play a lead role on design and planning teams for new construction and facility renovation/expansion.

Leadership of System-Wide Teams and Business Plan Reporting

- Ensure the measurement, evaluation and reporting of business plan actions, programs and other significant activities for all of EPL using evidence to support continuous improvement and organizational decision-making.
- Ensure system-wide teams and portfolio leaders establish clear priorities, monitor results and remain accountable for delivering strategic and operational commitments. Support the CEO in preparing business plan and performance reports for the Board of Trustees.

Partner and Interest-Holder Relations

- Build collaborative relationships that support innovative community gathering spaces, effective service delivery and the thoughtful integration of technology.
- Represent and appropriately position EPL with the City of Edmonton, elected officials, library-sector representatives, community organizations and other partners.

First-Year Deliverables / Measures of Success

Success in the first year will be determined by the candidate's ability to:

- Develop a strong understanding of EPL's operations by spending meaningful time with employees and leaders across the organization, listening and learning, and gaining a clear view of operational strengths, challenges and priorities.
- Maintain and support the building of positive labour relations, demonstrating sound judgement, tact and effective communication with the union, particularly on matters related to safety, security and operational considerations.
- Ensure the right teams, accountabilities and reporting structures are in place, and establish clear objectives to support EPL's business plan.
- Contribute openly and generously as a member of the Executive Leadership Team, supporting a collaborative leadership culture characterized by open and thoughtful discussion, respectful dialogue and shared accountability.
- Represent EPL credibly and effectively with the City of Edmonton and external community partners, including on the various committees and external tables where the role represents EPL.

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Candidate Profile

The successful candidate will bring the following:

Education and Training:

- Master of Library and Information Studies from an ALA-accredited library school.
- Extensive knowledge of public library services, including trends and related fields.

Experience:

- Minimum of ten (10) years of progressively responsible professional library experience, including significant leadership, supervisory and management experience within a library environment.
- Capital projects experience (space layout/design and improvements).
- Experience in applying balanced risk management to capitalize on opportunities and/or remediate situations.
- Experience in the management and development of library services and staff in a unionized environment.
- Experience leading significant projects and/or teams.
- Experience developing, implementing and evaluating library services within a public library environment.
- Experience managing multiple priorities.
- Experience in representing an organization in external initiatives in a professional manner, particularly in liaising with the media and the public.

Competencies/Capabilities:

- A commitment to upholding the Canadian Federation of Library Associations' position statements on Intellectual Freedom and Diversity and Inclusion.
- Demonstrated managerial courage, including the willingness to have difficult conversations, make tough decisions, and hold self and others accountable to expectations.
- Excellent interpersonal, conflict management and communication skills with differing audiences, including excellent writing, verbal, presentation and listening skills.
- Superior judgement and decision-making skills, with demonstrated ability to develop and manage a large and complex budget effectively.
- Ability to clearly articulate and advocate for the organization's mission, mandate and strategic priorities, and inspire support for them throughout the community and organization.
- An empowering, collaborative leadership style and a practical approach to problem-solving.
- Ability to foster an organizational culture of engagement, accountability, positive achievements and continuous learning and development.

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Commitment to Inclusion and Belonging

The Edmonton Public Library is committed to working with staff and communities in a manner that prioritizes dignity, equity, diversity, inclusion, and belonging. The Edmonton Public Library welcomes applications from all qualified individuals.

Edmonton Public Library is located on Treaty 6 Territory and acknowledges the many First Nations, Métis and Inuit whose footsteps have marked these lands for centuries. We honour and celebrate the diverse Indigenous Peoples whose histories, languages, cultures, and ongoing contributions continue to shape and strengthen our community.

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