ANNAPOLIS VALLEY REGIONAL LIBRARY

Job Description

Job Title

Regional Branch Manager

Classification

Salary Band 10

Reports to

Chief Executive Officer

SUMMARY OF JOB

Under the supervision of the CEO, the Regional Branch Manager will be responsible for:

- Overseeing all AVRL branches;

- Coordinating the day-to-day operations of branch libraries;

- Developing and recommending service standards and public use policies;

- Directly supervising branch supervisors; and

- Liaising with municipalities and library branches to coordinate facilities repairs and improvements

DUTIES

Supervision and Management

- Trains, directs, and supervises the branch managers; assists in hiring branch staff.
- Administers or makes recommendations for routine personnel matters affecting direct reports including orientation, training, setting performance goals, assigning and reviewing work, approving timecards, approving leave.
- Provides technical guidance and support to ensure conformity with established policies, rules and regulations.
- Anticipates and solves problems as non-routine situations arise.
- Promotes professional development and leadership skills among direct reports and teams.
- In collaboration with the AVRL Managers, provides leadership towards the Library's mission and strategic plans.
- Provides assistance with branch facility issues; supports branch managers with facility needs. Oversees compliance with and implementation of Accessibility initiatives.

- In tandem with the senior management team, facilitate and supervise branch projects such as renovations, moving, and new construction.

Performance Management

- Develops guidelines and training for supervisors.
- Ensures that employee performance issues are handled appropriately and consistently.
- Coaches supervisors on development and delivery of corrective action plans; forwards issues to AVRL management as needed.

- Oversees and implements performance management program for AVRL
- Ensures completion of annual performance evaluations for all AVRL employees in the bargaining unit.

Staff Training

- Plans, organizes, and delivers training in customer service and public library services to all community services staff
- Evaluates and updates staff competencies as necessary
- Revises employee training plans on an annual basis

Human Resource Management

- Ensures AVRL human resource policies are observed for branch staff
- In coordination with HR Manager, interviews, hires, trains, supervises, and evaluates staff

Other

- Works as part of the Administration team to plan and implement strategic plan initiatives, partnerships, and other organizational changes

- Ensures standard operations services for all AVRL service points
- Builds relationships with and cooperates with municipal officials in the maintenance and improvement of municipal library facilities.
- Coordinates accessibility standards for all library service points
- Identifies and recommends site improvements for those with special needs
- Other duties as required

EDUCATION

Master of Library and Information Science, or Bachelors in Business Administration or related field, or equivalent combination of training and experience

EXPERIENCE

At least 5 years of work experience in libraries or a related field with a minimum 3 years of supervisory experience, ideally in a unionized environment. Work in a library setting preferred.

TYPE AND LEVEL OF SUPERVISION

Directly supervises 11 branch managers and indirectly supervises all Branch Staff.

KNOWLEDGE AND ABILITIES REQUIRED

Communication

- Practices conversation as a valuable means of exploring ideas and making sense together.
- Communicates effectively using a variety of methods
- Communicates effectively with a variety of audiences and individuals from diverse backgrounds
- Selects and applies the most appropriate and effective communication skills to meet situational needs

Collaborative Relations

- Develops and maintains healthy relationships with others to achieve common goals
- Works collaboratively in teams or groups
- Demonstrates an aptitude for collective problem solving
- Practices informal leadership
- Employs effective strategies to manage organizational politics, conflict and difficult co-worker behaviours

Learning and Mindset

- Pursues a commitment to self-directed learning
- Manages the ongoing development of competencies and the advancement of one's career
- Anticipates and adapts to change with a sense of optimism and opportunity
- Pursues creative and innovative approaches to library service

Ethics and Values

- Demonstrates an active commitment to service that guides work performance
- Understands and acts in accordance with the professional values and ethics of library service
- Demonstrates a strong work ethic and personal accountability

- Demonstrates loyalty and commitment to the organization

Budget and Finance

- Understands and employs basic budget and finance concepts and terminology

Laws, Policies, and Procedures

- Understands, applies, and explains applicable laws
- Develops policies and procedures to guide efficient and effective library operations
- Creates policies and practices to ensure safety and security
- Enforces the library's policies and procedures in the supervision of public service
- Contributes to policy development

Public Library Sector

- Understands the framework for public library service in Nova Scotia

Municipal Relations

- Cultivates a good working relationship with municipal staff

Organizational Leadership

- Provides effective leadership of staff
- Contributes to the effective decision making regarding library services and resources
- Manages meetings to optimize information sharing and decision making
- Designs and facilitates effective participative group processes

Personnel Management

- Understands and applies legal standards and requirements for personnel management
- Empowers and supports staff to deliver effective, high-quality library service
- Engages staff in coaching conversations
- Establishes effective strategies for performance management
- Demonstrates a general understanding of key legislation that impacts the supervision of public library staff

Customer Service Champion

- Applies effective techniques to address difficult situations with users
- Contributes effectively to the development and evaluation of standards and practices for the delivery of quality service
- Applies and models customer service skills to enhance the level of user satisfaction
- Applies effective techniques to address difficult situations with users

Planning

- Designs and implements an ongoing planning process for the library
- Contributes to the planning efforts of the municipality and other community organizations

Service/Department Oversight

- Understands the operations of the service or department
- Manages the efficiency and effectiveness of the service or department
- Connects the work of the service or department with the organization's decision-making processes

Staff Training and Development

- Establishes strategies, initiatives, and resources to sustain a learning environment that is pervasive throughout the library
- Plans for and supports staff development
- Develops and implements appropriate training strategies for staff
- Develops effective methods to evaluate learning initiatives

Community Relations
- Builds community-wide support for the library, using a variety of methods
- Understands and supports community resilience and well-being
- Forms strategic partnerships with community organizations

Facilities

- Plans library spaces that facilitate community engagement and collaboration
- Creates and maintains a healthy and safe environment for library users and staff
- Builds successful physical spaces

Community Relations

- Understands and supports community resilience and well-being

Access Services
- Understands and executes the basic operations of the circulation function

Basic Computer Literacy

- Performs intermediate calendar operations and task management
- Understands and uses basic computer hardware and peripherals
- Understands and performs basic operating system functions
- Understands and performs basic functions and tasks of common software programs
- Performs basic printing operations from common applications

Immediate Technology

- Demonstrates a general understanding of all the technologies utilized by the library: e.g. catalogue, website, social media, etc.
- Understands and uses the Internet and web based applications
- Performs basic information searches
- Understands common security protocols related to Internet use
- Understands and uses common social media tools
- Uses technology to share information, communicate, and collaborate

Software Proficiency

- Demonstrates advanced proficiency with e-mail programs
- Demonstrates advanced proficiency with word processing programs
- Demonstrates intermediate proficiency with spreadsheet programs
- Demonstrates intermediate to advanced proficiency with presentation programs
- Demonstrates familiarity and beginner-level proficiency with document management programs
- Demonstrates familiarity and beginner-level proficiency with web-based office applications for online collaboration
- Demonstrates beginner-level proficiency with database applications