

# **ANNAPOLIS VALLEY REGIONAL LIBRARY**

## **Job Description**

### **Job Title**

Branch Supervisor

### **Classification**

Salary Band 6

### **Reports to**

Human Resources Manager

### **SUMMARY OF JOB**

Under the direction of the Human Resources Manager, supervises one or more community branch libraries and is responsible for: service to the public; providing library services; training and evaluating branch staff; facility operation in cooperation with municipal government; representing AVRL in the community, and may be responsible for any or all of the following:

### **DUTIES**

#### *Service to the Public*

- Provides direct public service as needed, including problem resolution
- Identifies need for new or revised public service policies, technology, and collections
- Acts as the liaison between the local community and AVRL Administration Office

#### *Library Services*

- Manages branch library collection including access, promotion, circulation, maintenance and weeding
- Plans book displays and special attractions to promote collection use
- Prepares branch information for inclusion on the AVRL website and social media

#### *Staff Supervision*

- Supervises branch staff including assisting in the hiring and training processes
- Provides leadership while fostering a positive team environment
- Provides training, integration, and supervision of library volunteers

#### *Facility Operation*

- Responsible for maintaining a public facility in good order
- Acts as liaison between municipal employees and branch staff
- Performs regular checks on all public areas of the library and reports any safety or repair issues to the municipal office and/or AVRL Administration Office as appropriate
- Initiates immediate emergency action as required

#### *Library Programming*

- Designs and delivers scheduled library programs for all ages

- Effectively supervises program participants
- Prepares program statistics and reports
- Prepares facilities for library programs and returns facilities to good order

#### *Community Liaison*

- Works cooperatively with and supports the development of any local Library Friends groups
- Delivers speeches and presentations to local community groups
- Coordinates Branch community engagement activities

#### *Other*

- May fill-in for other staff as needed
- Collects and maintains required statistics
- Performs other related duties as required

### **EDUCATION**

Library and Information Technology Diploma or completion of a post secondary course of study or equivalent education and experience.

### **EXPERIENCE**

At least 3 year's experience serving the public

### **KNOWLEDGE, SKILLS 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 professional values and ethics of library service
- Demonstrate a strong work ethic and personal accountability
- Demonstrates loyalty and commitment to the organization

### **Laws, Policies, and Procedures**

- Enforces the library's policies and procedures in the supervision of public service

### **Public Library Sector**

- Understand the framework for public library service in Nova Scotia
- Identifies and builds relationships with key players in Nova Scotia's public library sector

### **Municipal Relations**

- Cultivates a good working relationship with municipal staff

### **Organizational Leadership**

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

### **Customer Service Champion**

- Manages the library environment to enhance the user experience
- Applies and models customer service skills to enhance the level of user satisfaction
- 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

### **Service/Department Oversight**

- Understands the operations of the service or department
- Manages in 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**

- Plans for and supports staff development
- Develops and implements appropriate training strategies for staff

## **Facilities**

- Maintains a welcoming and user-friendly physical environment that encourages all community members to use library services
- Creates and maintains a healthy and safe environment for library users and staff

## **Customer Service**

- Provides assistance to library users in a manner that is warm, welcoming, and respectful
- Facilitates requests for information and provides accurate and appropriate answers
- Demonstrates comfort in assisting library users with disabilities and accommodating special needs
- Demonstrates a good working knowledge of the full range of programs and services offered by the library
- Provides informal instruction and assistance to build skills of library users
- Demonstrates comfort in assisting users with the library's public access technology, peripherals, devices, and networks
- Demonstrates comfort in assisting users with personal portable devices
- Connects patrons of all ages with resources that encourage reading

## **Community Relations**

- Understands and supports community resilience and well-being
- Forms strategic partnerships with community organizations

## **Access Services**

- Understands and executes the advanced operations of the circulation function
- Assists users in making the best use of the library

## **Reader's Advisory**

- Assists users with choosing popular and recreational reading, viewing, and listening choices
- Develops strategies to stay well-informed as a readers' advisor

## **Reference**

- Facilitates library users' requests for information
- Provides search and retrieval of requested information and presents results that are clear and of appropriate scope

## **Programming & Outreach**

- In collaboration with AVRIL administration and system-wide staff, designs and implements library services to meet the needs and interests of children, young adults, and adults in the community

- Designs and implements outreach services and library programs for targeted groups that offer information, special skills or entertainment
- Develops and delivers engaging programs
- Delivers programs to achieve stated outcomes for children, young adult, and adult patrons

### **Basic Computer Literacy**

- Performs basic functions of e-mail applications
- Performs basic 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
- Demonstrates beginner-level proficiency with word processing programs
- Demonstrates beginner-level proficiency with spreadsheet programs
- Demonstrates beginner level proficiency with mobile devices

### **Intermediate 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 advanced 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