

# **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 Senior 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 of 3 years of supervisory experience, ideally in a unionized environment. Work in a library setting preferred.

## **TYPE AND LEVEL OF SUPERVISION**

Directly supervises all 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