

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



Bucks County Free Library Job Description

Job Title:	Library Manager
Job Level:	Level 5b (MLS)
Department:	Branch
Reports To:	Chief Operating Officer
Date Prepared:	February 2016
Approved By:	Chief Executive Officer

POSITION SUMMARY: Works closely with direct supervisor and subordinates to ensure that daily and long-term priorities and deadlines are met within the framework of the library's strategic plan goals, standards, policies, procedures, and guidelines. Supervises day-to-day work of all employees. Delegates and coordinates assignments. Resolves routine staff concerns and refers complex problems to the direct supervisor. Writes performance evaluations of selected staff. Works with the direct supervisor or other manager on performance evaluations of selected staff. Conducts in-house orientation of new employees and directly provides or arranges with the direct supervisor for help with ongoing problems-solving assistance, instruction, or training as needed. Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to staff. This is an FLSA exempt position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a master's in Library Science degree
- Three years of progressively responsible public library or customer service experience, including 3 years direct staff supervision
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites

SCOPE OF RESPONSIBILITY:

- **Supervisory Responsibility:** Supervises work within a unit. Responsible for training, instructing and scheduling work within a unit. Responsible for performance evaluations.

- **Supervision Received:** Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations are routinely referred to a supervisor for assistance and approval.
- **Customer Satisfaction and Service:** Understands and communicates complex information, resolves complex problems, including some accountability for ensuring customer satisfaction within assigned areas.
- **Decision Making Impact:** The work of others in the immediate work group or several customers.
- **Communication Type:** Interaction requires a great deal of tact, sensitivity and cooperation, facilitating conversations with or providing information to members of the public or staff who may have differences of opinion.
- **Communication Level:** Level of contact is primarily with library users, clerical, technical, public service employees, or supervisors.
- **Complexity:** Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.
- **Budget Responsibility:** Tracks a spending budget. Keeps budget records, including cash receipts, and monitors budget expenditures, notifying the appropriate supervisor of problems or issues. Approves and submits online time records.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Works closely with direct supervisor and subordinates to ensure that daily and long-term priorities and deadlines are met within the framework of the library's strategic plan goals, standards, policies, procedures, and guidelines.
- Supervises day-to-day work of all employees. Delegates and coordinates assignments. Resolves routine staff concerns and refers complex problems to the direct supervisor.
- Writes performance evaluations of selected staff. Works with the direct supervisor or other manager on performance evaluations of selected staff.
- Conducts in-house orientation of new employees and directly provides or arranges with the direct supervisor for help with ongoing problems-solving assistance, instruction, or training as needed.
- Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to staff.
- Oversees the hiring, scheduling, and evaluation of library volunteers.
- Schedules all employees and reviews, approves, and submits time records.
- Oversees branch cash handling and maintains records of all receipts, including donations and grants. Reviews or prepares cash reconciliations and bank deposits.
- Tracks, codes, and submits invoices and expense reimbursements for payment.
- Monitors the building interior and exterior, public areas, and staff areas to ensure they are safe, functionally sound, uncluttered, and visually appealing. Submits help desk requests to the facilities department as needed.
- Maintains awareness of maintenance or improvement work conducted by facilities employees and outside vendors. Reviews work when completed and reports problems to the facilities department. Serves as primary contact in the work unit for facilities concerns.

- Monitors computers and network equipment and submits help desk requests to the information technology department. Maintains awareness of maintenance, repairs, and upgrades to computers and network equipment. Serves as the primary contact in the work unit for information technology concerns.
- Oversees the flow of incoming and outgoing library materials including gift books. Ensures that items are deployed efficiently for circulation. Ensures that the library collection is weeded and orderly and that ongoing displays of library materials are maintained. Serves as the primary contact in the work unit for collection management concerns.
- Branch Library Managers regularly perform duties of service desk staff including emptying book drops, checking in book drop or other items, fulfilling holds, shelving library materials, with new items and A/V the first priority, checking out items to library users, answering library user questions, referring as needed to other staff, and answering the phone, referring as needed to other staff (from Scheduling Guidelines).
- Department or Work Group Library Managers are familiar with and may perform duties of subordinate staff.
- Makes adjustments to workflow as needed to ensure effective and efficient customer-service.
- Serves as an escalation and referral point for staff handling library user complaints, behavior problems, policy questions, or concerns about library operations.
- Acts as liaison with outside community groups and agencies. Participates with the direct supervisor in Friends group meetings and activities.
- Attends and participates in meetings and training sessions.
- Serves as a member or leader or committees or project teams.
- Participates in planning for library services.
- May conduct formal training sessions or serve as a mentor.
- Assumes other duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of the needs and interests of parents, caregivers, and other adults who use library resources and services.
- Knowledge of the principles and processes for showing, promoting, and selling products and services, including marketing strategy and tactics, product demonstration, and sales techniques.
- Knowledge of personal computer hardware and software and library information systems.
- Knowledge of administrative and clerical procedures and systems, such as word processing, spreadsheet, and database programs.
- Knowledge of current trends in reading, public library collections, and the publishing industry.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.

- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Social skills. Awareness and understanding of others' reactions.
- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read and listen to and understand complex information in English.
- Manual dexterity, including the ability to move the hand, the hand together with the arm, or two hands to grasp or manipulate objects.
- Ability to add, subtract, multiply, or divide quickly and correctly.
- Ability to see details at close range (within a few feet of the observer).
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

COMPETENCIES

Job Knowledge and Skills: Possesses and applies the required functional and technical knowledge and skills to successfully accomplish work and meet goals in all job areas and work unit functions.

Problem Solving and Decision Making: Recognizes or anticipates problems and uses experience, knowledge, and analysis to brainstorm and implement effective solutions. Exercises good judgment and makes effective, timely decisions, even when information is limited or solutions may involve unpleasant consequences.

Delegating, Training, and Appraising Work: Communicates expectations, monitors performance, and provides timely feedback. Consistently keeps records of all coaching and counseling sessions. Makes sure employees are assigned work that uses their time and talent effectively. Develops employees so they can fulfill current and future job responsibilities.

Planning and Project Management: Develops and implements strategies to produce quality work within the parameters of existing resources and constraints. Develops and implements effective project plans and timelines. Functions well as a team leader or member.

Communication: Expresses facts and ideas in a clear, convincing, organized, and timely way. Keeps others informed. Stays informed. Listens well.

Customer Service: Meets and anticipates customer needs. Maintains uncluttered, welcoming spaces.

PHYSICAL DEMANDS:

Amount of time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

- None – The person does not perform this activity.*
- Occasionally – The person does the activity up to 33% of the time.*
- Frequently – The person does the activity 34% to 66% of the time.*
- Continuously – The person does the activity 67% to 100% of the time.*

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No
 If so, how much and how often?

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>