

*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:** Assistant Library Manager  
**Job Level:** Level 3  
**Department Name:** Branch  
**Reports To:** Library Manager  
**Date Prepared:** August 2016  
**Approved By:** Chief Executive Officer

**POSITION SUMMARY:** Shares management duties with the direct supervisor including oversight of all key functions. Directs and oversees day-to-day operations of the work unit. Schedules, supervises, trains, and evaluates staff. Works with the direct supervisor, support staff, and branch staff to ensure that the work unit meets county-wide operational and strategic goals as well as customer service standards. Performs many of the same duties as subordinate staff and is familiar with all the functions and staff responsibilities of the work unit. This is an FLSA exempt position.

#### MINIMUM EDUCATION AND EXPERIENCE:

- Requires a bachelor's degree. Preferred: Master's in Library Science degree.
- Three years of progressively responsible public library or customer service experience, including two years of direct 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. Provides input 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 and 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, or 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.
- **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.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manages daily operations. Adjusts staffing and workflow as needed to meet direct internal or external customer service needs. Participates in the work of subordinate staff to facilitate productivity or help overcome difficult aspects of work.
- Guides, motivates, and directs the day-to-day work of all employees. Delegates, coordinates, and establishes deadlines for assignments.
- Oversees the flow of incoming and outgoing library materials, including gift books. Ensures that items are displayed and deployed. Ensures that outdated or unused items are removed from the collection and that ongoing displays of library materials are maintained. Serves as a contact in the work unit for collection management concerns.
- Monitors the building interior and exterior, including public and staff areas to ensure they are safe, functionally sound, uncluttered, and visually appealing.
- Leads development and delivery of patron centered programming and services that support the library's strategic goals including formal and informal technology demonstrations and tutorials.
- Ensures priorities and deadlines are met within the framework of the library's strategic plan goals, standards, policies, procedures, and guidelines.
- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, subordinates, community members, and outside groups.
- Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to staff and the public.
- Reviews, approves and submits online time records.
- Conducts orientation, instruction, and training of employees and provides or arranges with the direct supervisor for help with ongoing problem-solving assistance, instruction, or training.
- Provides employees with guidance in handling difficult or complex problems and escalated complaints or disputes. Resolves routine concerns and refers complex problems to the direct supervisor.
- Discusses job performance problems with employees to identify causes and concerns and to work on solutions.
- Provides input for performance evaluations of selected staff. Writes performance evaluations of selected staff.
- Stays informed of provisions of labor-management agreements and their effects on departmental operations.
- Conducts recruitment, hiring, orientation, training, scheduling, and evaluation of library volunteers and Library Aides.

- Coordinates projects and activities with other managers or department staff.
- Handles cash 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.
- Maintains records in accordance with the library's retention policy.
- Maintains awareness and communicates to staff and the public about maintenance or improvement work conducted by facilities employees and outside vendors. Submits and follows up on help desk requests. Reviews work when completed and reports problems.
- Monitors computers and network equipment for problems. Maintains awareness and communicates to staff and the public about maintenance, repairs, and upgrades to computers and network equipment. Serves as a contact in the work unit for routine information technology concerns.
- Provides information to supervisors, co-workers, and staff by telephone, e-mail, or in person. Compiles and prepares statistical and other reports, correspondence, procedures, and information required by management. Reviews reports and information about library activities to verify details, monitor work activities, assess performance, and provide feedback.
- Represents the library to outside community groups and agencies. Performs public relations and fundraising work, such as giving community talks about library programs, services, and activities. Participates in Friends group meetings and activities.
- Fosters staff skill development through personal example and coaching.
- Attends and participates in meetings and training sessions. Engages in professional development activities, such as continuing education classes, attending or participating in conferences, workshops, professional meetings, and associations.
- Leads or participates as a member of internal and external operational and strategic committees or project teams.
- Participates in planning for library services. Make recommendations to management for operational improvements and procedural changes.
- 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"/>