

Bucks County Free Library Job Description

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

POSITION SUMMARY: Assists with managing the staff and day-to-day operations of a library branch. Recruits, trains, schedules, and supervises volunteers. Works with direct supervisor to ensure that the branch meets county wide operational and strategic goals as well as customer service standards. Serves as a branch librarian. Staffs the public floor. Provides directional, reference, and reader's advisory help to library users of all ages as needed, including on-the-spot assistance and scheduled technology help appointments. This is an FLSA exempt position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a bachelor's degree. Preferred: Master's in Library Science degree
- Five years of progressively responsible public library and customer service experience, including two years direct staff supervision
- Applicant must provide on date of hire the following three required clearances: PA State Police Criminal Record Check; PA Child Abuse History Clearance; and FBI fingerprint-based background check
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites
- Required to be on call during off hours as needed or as scheduled

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

General

- Participates in managing and overseeing the daily operations of one or more branch libraries.
- 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 and priorities.
- Supports, promotes, implements, and makes decisions based on established library standards, policies, procedures, and guidelines.
- Participates in the evaluation of branch services, programs, and practices. Makes adjustments to workflow as needed to ensure effective and efficient customer-service. Makes recommendations for policy changes and improvements.
- Maintains regular and dependable personal attendance and punctuality. Provides on-call support as needed.

Customer Service

- Serves as the branch librarian. Provides directional, reference, and reader's advisory help to library users of all ages as needed, including on-the-spot assistance and scheduled technology appointments. Staffs the public floor.
- Initiates contact in the community and works with individuals, groups, and agencies on library-connected activities and programs. Develops and delivers library talks and training sessions for the public. Schedules and participates in offsite promotional activities and events.
- Serves as an escalation and referral point for staff handling library user complaints, behavior problems, policy questions, or concerns about library operations.
- Participates in and assists with library programs and events for all ages, including in-house and offsite activities. Conducts story times and hosts children's programs as needed and as assigned.
- Performs clerical duties as needed, including helping library users with self-checks, checking in items, processing holds, shelving library materials, emptying book drops, and answering the phone.

Collection Maintenance

- Participates in the flow of incoming and outgoing library materials. Ensures that all items, particularly new and high demand materials, are deployed efficiently for quick turnaround and checkout.
- Participates in evaluating the branch collection and analyzing circulation trends using standard evaluation tools. Removes outdated or unused materials based on expertise and results from standard weeding tools. Suggests titles and topics for replacement and makes recommendations about modifying or balancing the collection to meet community needs.
- Participates in a systematic program of ongoing in-house display and promotion of library materials and resources.

Staff Management and Supervision

- Continuously communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to staff, including timely updates. Enforces established policies, rules and regulations, standards of conduct, and work attendance.
- Schedules employees to ensure appropriate staffing for public service when in charge. Reviews, approves, and submits time records when in charge.
- Supervises day-to-day work of employees when in charge. Resolves routine concerns and refers complex problems to the direct supervisor.
- Recruits, schedules, trains, and evaluates volunteers. Supervises day-to-day work of volunteers. Delegates and coordinates volunteer assignments.
- Provides input for performance evaluations of selected staff as assigned. Addresses disciplinary issues promptly with input from the direct supervisor as needed.

Administrative

- Prepares and submits statistical and other reports to accurately reflect branch activities and operations.
- Participates in 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.
- Maintains the internal arrangement of the facilities, including the general floor plan, shelving and display units, furniture, and equipment.
- 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.

Leadership

- Works collaboratively with senior management and support staff to ensure that children's services, information technology, facilities, and collection management activities are successfully implemented.
- Attends and participates in meetings and training sessions.
- Serves as a member or leader on committees or project teams.
- Participates in planning for library services.
- 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"/>

SIGNATURE

I have read and have been given an opportunity to ask questions regarding this job description.

I also understand that this job description does not constitute an implied or expressed contract for employment with Bucks County Free Library. In addition, I understand that Bucks County Free Library is an employment at-will employer and that the organization or I may terminate the employment relationship at any time with or without cause. Furthermore, I understand that this job description does not contain all of the responsibilities that I may be asked to carry out while employed with Bucks County Free Library and that I will perform other duties that are assigned to me to the best of my abilities.

I agree to accept the responsibilities and duties as outlined.

Employee Signature

Date