



## Bucks County Free Library Job Description

<b>Job Title:</b>	Assistant Library Manager
<b>Job Level:</b>	Level 3 (no MLS) or Level 4 (MLS)
<b>Department:</b>	Branch
<b>Reports To:</b>	Library Manager
<b>Date Prepared:</b>	March 2021
<b>Approved By:</b>	Chief Executive Officer

**POSITION SUMMARY:** Assists with managing the daily operations of a branch library. Works within the framework of the library system's strategic plan and priorities. Makes decisions based on established library system standards, policies, procedures, and guidelines.

Staffs the public floor. Provides directional assistance and high levels of reference and reader's advisory services to library users of all ages. Provides walk-in and scheduled technology help. Initiates contact in the community and works with individuals, groups, and agencies on library activities and programs for all age groups. Leads, participates, and assists with library programs and events for all ages, including in-house and offsite activities. Promotes library services inside and outside the library.

Manages the branch volunteer program. Supervises day-to-day work of employees when the manager is away or as assigned. Manages the flow of incoming and outgoing library materials. Participates in collection maintenance activities. Prepares and submits statistical and other reports. Reviews or prepares cash reconciliations and bank deposits. Proactively monitors the building interior and exterior and library equipment. Submits help desk work orders for repairs as needed or as assigned.

Minimum two evenings per week, every other Saturday, occasional Sundays, and schedule changes as needed. This is an FLSA exempt position.

### MINIMUM EDUCATION AND EXPERIENCE:

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

## **SCOPE OF RESPONSIBILITY:**

**Supervisory Responsibility:** Functions as a lead worker performing essentially the same work as those supervised but providing some guidance or training to others. Has input into 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:** Keeps budget records, including cash receipts, but is not responsible for authorizing expenditures.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **General**

- Assists with managing the daily operations of a branch library.
- Works within the framework of the library system's strategic plan.
- Makes decisions based on established library system standards, policies, procedures, and guidelines.
- Evaluates branch services, programs, and practices using standard statistical, demographic, and other analytical tools.
- Makes adjustments to workflow as needed to ensure effective and efficient customer service. Makes recommendations for improvements.
- Maintains regular and dependable personal attendance and punctuality.
- Modifies own schedule as needed to ensure library coverage.

## **Customer Service**

- Staffs the public floor. Provides directional assistance and high levels of reference and reader's advisory services to library users of all ages. Provides walk-in and scheduled technology help.
- Serves as a referral point for staff handling reference, reader's advisory, and technology help questions. Serves as an escalation point for staff handling library user complaints, behavior problems, policy questions, or concerns about library operations.
- Initiates contact in the community and works with individuals, groups, and agencies on library connected activities and programs for all age groups. Schedules and participates in offsite promotional activities and events.
- Leads, participates, and assists with library programs and events for all ages, including in-house and offsite activities. Develops and delivers library talks, tours, learning sessions, and interactive activities for all age groups. Conducts story times and hosts children's programs as needed.
- Promotes library services inside and outside the library. Prepares and posts slides and signs for in-house display. Submits announcements about library events and activities for publication in community newspapers, newsletters, and other local media. Participates in writing social media and blog posts for the library system as assigned.
- Works with direct supervisor to ensure that children's services, information technology, facilities, and collection management activities are successfully implemented.
- 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.

## **Staff and Volunteer Management and Supervision**

- Manages the branch volunteer program. Meets library system goals for volunteer placement as assigned. Identifies new opportunities for volunteer involvement.
- Recruits, screens, supervises, schedules, and evaluates volunteers. Conducts volunteer orientation and training. Helps with orientation, training, and management of children's services volunteers as needed.
- Supervises the day-to-day work of employees when the manager is off. Delegates and coordinates assignments. Resolves routine concerns and refers complex problems to the direct supervisor. Reviews, approves, and submits time records as needed. Enforces established policies, rules and regulations, standards of conduct, and work attendance.

## **Collection Maintenance**

- Manages the flow of incoming and outgoing library materials. Ensures that items, particularly new and high demand items, 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 balancing or modifying the collection to meet community needs.
- Participates in a systematic program of ongoing display and promotion of library materials and resources.

## **Administrative**

- Prepares and submits statistical and other reports to accurately reflect branch activities and operations. Communicates with direct supervisor about branch operations and concerns using e-mail, phone, and in-person meetings.
- Participates in branch cash handling. Reviews or prepares cash transmittals and bank deposits.
- Tracks, codes, and submits invoices and expense reimbursements for payment.
- Proactively 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 work orders to the facilities department for repairs as assigned.
- Serves as a secondary contact in the work unit for facilities concerns. 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 a secondary contact in the work unit for information technology concerns. Proactively monitors computers and other equipment and submits help desk work orders to the information technology department for repairs as needed or assigned. Maintains awareness of maintenance, repairs, and upgrades to computers and network equipment.

## **Leadership**

- 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.

**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