

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

Bucks County Free Library Job Description

Job Title:	Administrative Librarian
Job Level:	Level 5c
Department Name:	Outreach and Programming Services
Reports To:	Public Services Director
Date Prepared:	September 2022
Approved By:	Chief Executive Officer

POSITION SUMMARY:

Assists with management and oversight of branch libraries. Areas of focus include general administration, personnel and training support, programming support, and leadership.

General Administration: Serves as an escalation and referral point for staff handling library user complaints, behavior problems, policy questions, or concerns about library operations.

Personnel and Training Support: Reviews and approves monthly branch schedules and ongoing schedule changes. Reviews and approves time records. Plans and schedules orientation and training for all levels and types of library staff. Develops and delivers live and recorded virtual training sessions using training software (Niche Academy). Identifies and engages outside trainers. Drafts written procedures, guides, tip sheets, and other work tools. Hires, orients, supervises, trains, and evaluates employees.

Programming Support: Conducts site visits of branch facilities to observe activities, track operational and program effectiveness, and provide feedback. Assists with development and implementation of public relations strategies, promotional campaigns, and advocacy. Prepares and presents operational and project plans and progress reports.

Leadership: Guides, motivates, and directs the work of project teams. Participates in planning for library services. Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to staff and the public.

This is an FSLA exempt management position.

MINIMUM REQUIREMENTS:

- Master's degree in library or information studies
- Five years of recent and progressively responsible public library experience, including two years of direct supervision
- Must have current driver's license, insurance, and own transportation to travel among many library sites and offsite venues
- 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: Supervises work within a unit. Responsible for training, instructing and scheduling work within a unit. Responsible for performance evaluations.

Supervision Received: Position functions under general direction of a supervisor or manager and uses a wide range of procedures to meet job responsibilities. Situations are rarely referred to a supervisor unless a change to policy or procedure is involved.

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: Productivity or actions affect a number of work groups, an entire function, or large department or numerous 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, co-workers, colleagues, administrators, department heads, and community representatives.

Complexity: Work is diversified and moderately complicated, requiring judgment to select options and in applying established practices and procedures. Involves regularly making choices about how to address problems.

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 time sheets.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

GENERAL

- Assists with management and oversight of branch libraries. Works closely with direct supervisor and staff to ensure that daily and long term priorities and deadlines are met within the framework of the library's strategic plan.
- Makes decisions based on established library standards, policies, procedures, and guidelines. Makes recommendations for improvements or policy changes.
- Provides information to supervisors, co-workers, and staff by telephone, e-mail, or in person. Compiles and submits statistical and other reports. Reviews information pertaining to library activities to verify details, monitor work activities, assess performance, and provide feedback.
- Serves as an escalation and referral point for staff handling library user complaints, behavior problems, policy questions, or concerns about library operations. Responds to e-mail sent to the library's "Contact Us" address.
- Maintains records in accordance with the library's retention policy.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Maintains regular and dependable personal attendance and punctuality.
- Assumes other duties and projects as assigned.

PERSONNEL AND TRAINING SUPPORT

- Reviews and approves monthly branch schedules and ongoing schedule changes. Makes sure that schedules follow guidelines and allow for appropriate staffing. Makes corrections and provides feedback as needed. Assists with resolution of staffing and scheduling concerns.
- Reviews and approves time records. Monitors time records for consistency with approved schedules and to identify time management concerns, such as attendance problems.
- Plans and schedules orientation and training for all levels and types of library staff. Aligns training programs to operational and strategic priorities. Maintains training plans and a catalog of available training opportunities. Conducts and compiles training evaluations. Maintains training records for all employees.
- Develops and delivers live and recorded virtual training sessions using training software (Niche Academy). Partners with colleagues and staff teams to design and deliver customized training. Identifies and engages outside trainers.
- Hires, orients, supervises, trains, and evaluates employees.

PROGRAM SUPPORT

- Conducts site visits of branch facilities to observe activities, track operational and program effectiveness, and provide feedback. Analyzes and reports on problem areas and recommends changes; implements approved changes. Evaluates services, resources, and programs. Analyzes service trends and coordinates approved changes.
- Assists with development and implementation of public relations strategies, promotional campaigns, and advocacy. Examples include but are not limited to promotional pieces for in-library distribution, interior and exterior signage, newsletters, press releases, website materials, and social media posts.
- Oversees and maintains a calendar of staff-led and contracted library programs for all branches. Maintains a directory of speaker's bureaus and free programs. Selects, directs, and schedules outside performers countywide for all branches.
- Prepares and presents operational and project plans and progress reports. Reviews and coordinates project plans with management team, staff, and vendors. Plans for and coordinates project activity.
- Selects supplies and equipment for purchase. Identifies, schedules, and manages with outside performers. Negotiates prices. Tracks expenditures and provides financial backup, information, and reports as required. Maintains an inventory of shared resources such as programming kits and special equipment.

LEADERSHIP

- Guides, motivates, and directs the work of project teams. Delegates, coordinates, and establishes deadlines for assignments. Mentors and coaches staff as assigned.
- Leads internal communication about strategic goals. Demonstrates the role implementation can play in delivering improved library services. Inspires staff to apply new approaches and technologies to customer service and productivity. Participates in planning for library services.
- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, staff, community members, and outside groups.
- Participates in development of library policies and procedures. Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to staff and the public. Makes recommendations to management for policy and procedural changes.
- Attends and participates in meetings and training sessions. Engages in professional development activities, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.

REPRESENTATIVE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of business and management principles involved in strategic planning, budgeting, resource allocation, human resources, leadership, and coordination of people and resources and their application in solving library operational problems.
- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of methods of promotion of services and programs in the community to achieve library objectives.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of methods of preparation of budget requests and grant applications.
- Knowledge of principles and methods for teaching and instructing individuals or groups and how to measure training effectiveness.
- Knowledge of personal computer hardware and software and library information systems.
- Personnel management skills. Ability to direct, motivate, and develop people as they work.
- 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.

PHYSICAL DEMANDS:

Amount of on-the-job 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>