

JOB DESCRIPTION

Position: BRANCH HEAD LIBRARIAN I **Position #:** P102 - 12
Dept/Branch: Public Services
Reports to: Public Services Manager
Supervises: Assistant Community Librarians, Pages, Auxiliary Staff

I. Position Summary

Under the general direction of the Public Services Manager, the Branch Head performs administrative, supervisory and professional librarian work in a medium sized branch library.

The incumbent is responsible for the planning and implementation of a library advocacy program to promote the Okanagan Regional Library and their own branch within the service community, to ensure the effective delivery of library service to the public. This requires planning and organizing library branch resources and services to meet community needs and interests; managing and co-ordinating branch staff; developing and maintaining community relationships; and planning and implementing system policy. Responsibilities are carried out according to ORL policies, procedures and practices.

The incumbent exercises considerable independence of judgement in all phases of work, however, activities must be co-ordinated with others to ensure a system-wide operations focus.

The Public Services Manager evaluates the incumbent in terms of achieving mutually established objectives, administrative, supervisory and professional services provided, and the quality of judgement, communications, human relations and team work developed.

II. Accountabilities

A. Library Services

1. Administers all library operations and services within a medium sized branch.
2. Provides input into the development and administration of ORL policies, procedures, and practices for the efficient delivery of services to the community.
3. Participates in the development and implementation of new and improved methods and operating procedures to increase the accessibility of materials and services.

4. Participates in the planning of new branch facilities and renovations. Serves as the on site point of contact for building renovations.
5. Participates in the assessment of community library needs and interests and the planning of services to meet such needs.
6. Participates in the ongoing measurement and evaluation of library services.
7. In consultation with the Collections Librarians, develops the library's collection through selecting, weeding and following general maintenance procedures. May assist with review and recommendations regarding electronic resources.
8. Maintains a thorough knowledge of the work performed by branch staff. Provides advice on the more complex aspects of the work.
9. Provides accurate information to the public regarding library materials, procedures, regulations and resources; provides reference and readers advisory service.
10. Assists customers to learn techniques to locate and use information, and how to evaluate its appropriateness and accuracy.
11. Assists and instructs individual customers in the use of library equipment used to access information, as required.

B. Branch Development

1. Provides leadership, guidance and supervision to branch staff that ensures a safe, respectful, customer service focused environment.
2. Supervises and co-ordinates the staff working within the branch.
3. Provides leadership and guidance to branch staff and promotes good working relationships. Demonstrates effective conflict resolution skills.
4. Ensures that branch staff are kept well informed of activities, policies and changes that affect them; refers suggestions/concerns of staff, as appropriate.
5. Reviews employee performance and prepares appraisals.
6. Interviews and selects branch staff in consultation with Human Resources Manager.
7. Ensures the training and development of branch staff. May assist in the training of staff in other branches in the provision of library services.

8. Submits budget requests to the Public Services Manager as part of the annual budget development cycle. Submits branch capital furnishings and equipment requests.
9. Monitors the ongoing maintenance of the branch to ensure a high standard of public cleanliness and safety.
10. Prepares and maintains a variety of reports, correspondence, memoranda, and records.
11. Participates in organizational committees or projects as required by the Public Services Manager.
12. May be asked to represent the library on inter-library and/or provincial committees.

C. Community Relations

1. Works with community agencies, businesses and institutions in the community to promote library use and development according to library policies and practices.
2. In consultation with the Public Services Manager, assists in the development of public awareness through promotional materials, special events, media interviews, etc.
3. Encourages the development of, assists and liaises with Friends of the Library groups.
4. Endeavours in all activities and associations to promote the goodwill of others towards the library.
5. Develops and maintains harmonious and supportive working relationships with appropriate municipal staff.

III. Working Conditions

Has contact with community groups, local government officials, media, suppliers, and staff throughout the system. Works in a frontline public service environment. Must deal with many interruptions. Has private office. Continuous use of computers.

IV. Job Specification

A. Education

Master's Degree in Library Science from an accredited library school.

B. Related Experience

Two years relevant public library experience.

C. Other Requirements

Thorough knowledge of methods, procedures, principles and practices involved in the operation and management of branch libraries.

Demonstrated knowledge of digital and technological applications in library systems.

Current working knowledge and skill with MS Office applications and the Internet.

Ability to work effectively as part of a team committed to providing quality library service.

Excellent interpersonal, oral and written communication skills, with a basic knowledge of public relations. Good knowledge of conflict resolution techniques.

Basic knowledge of the techniques of administering a union contract.

Ability to handle all responsibilities with a high level of courtesy and tact in dealing with staff and public.

Ability to carry out job functions with flexibility and initiative.

Demonstrated planning and organizational skills.

Valid BC Driver's license.

Must have own vehicle.

Keyboarding skills, minimum 40 wpm.

Drafted by:

HR Manager:

	<Barb Drake>	November 9, 2007
	Signature	Date

Approved by:

Executive Director:

	<Lesley Dieno>	November 9, 2007
	Signature	Date

INPUT PROVIDED BY:

Name	Position	Location
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