

## JOB DESCRIPTION

Prepared: February 2024  
Reviewed By: CEO/Chief Librarian

<b>Position Title:</b>	<b>Branch Manager</b>
<b>Department:</b>	Hanover Public Library
<b>Reports To (Title):</b>	CEO/Chief Librarian
<b>Supervises:</b>	Directly: Assistant Librarians Children & Youth Services Librarian Customer Service Assistants Library Assistants Library Pages Summer Program Assistant Interns and Volunteers
<b>Position Status:</b>	Full-time
<b>Location:</b>	Hanover Public Library, 451 10 <sup>th</sup> Ave, Hanover, ON N4N 2P1
<b>Pay Method:</b>	Salary based on established hourly rate
<b>Normal Work Week:</b>	35 hours per week
<b>Management Status:</b>	Management/supervisory
<b>Remote Work Eligibility:</b>	Occasional

## POSITION SUMMARY

The Branch Manager assists library users at the customer service and circulation desk of the library, manages staff and performs all the functions associated with that area. Administration tasks include assisting the CEO with Human Resources responsibilities, staff scheduling, payroll, money handling, preparing statistics and providing administrative support to the HPL Board. Manages the Tourism Service for the Town of Hanover. Assists CEO in maintaining technology for the library and coordinates external communication for the library.

## DUTIES and RESPONSIBILITIES

### Customer Service

- a) Greets and assists library users in a cheerful and welcoming manner, employing effective customer service skills.
- b) Upholds the Library's standards and contributes to a positive image.
- c) Acts as a resource for people. Provides assistance with reference and information as well as computer, internet, microfilm, fax machine and photocopier use.
- d) Responds to phone and electronic communications in a helpful, courteous and professional manner.

- e) Informs Library users of Library Conduct and Borrowing Policies, enforcing them when appropriate.
- f) Acts to resolve issues, remain calm and polite with belligerent and unstable people, diffuse difficult situations, and turn negative situations into positive ones. Responds accordingly and manages situations that front-line staff are unable to handle.
- g) Maintains awareness of difficult situations, belligerent and unstable people and follows up with staff about incidents.
- h) Directs unresolved customer requests and complaints to CEO.

### **Management and Administration**

- a) Administrative support for CEO and Board.
- b) Assist the CEO with management of library operations, plans, and budget.
- c) Attends and participates in Library Board meetings as required.
- d) Assists with preparation of the board minutes.
- e) Writes and maintains policy and procedure manuals.
- f) Coordinates policy preparation among the Assistant Librarians for the CEO and Board.
- g) Gathers and maintains regular statistics on all aspects of library use, library operations and services, and provides reports for CEO and Board.
- h) Maintains files, writes reports, agendas and minutes for Board and committee meetings.
- i) Manages meeting administration (dates, room bookings, reminders, circulates packages).
- j) Maintains frequent communication with team colleagues regarding policies, programs and services.
- k) Balances the cash register, adjusts discrepancies and prepares regular bank deposits.
- l) Coordinates and oversees a program or service such as the shut in service.
- m) Assists the CEO in oversight of the fundraising events of the library: including gathering, coordinating and maintaining conversations with the volunteers, assisting at the event, promoting the event, and other tasks as they arise.
- n) Provides professional leadership and guidance to staff and support to front-line staff including the provision of excellent service
- o) Provide support in preparation of and occasionally chair staff meetings
- p) Assist the CEO with completion of strategic goal commitments
- q) Assists CEO with evaluation and implementation of appropriate technical developments.

### **Library Operations**

- a) Coordinates day-to-day branch activities and operations
- b) Participates in the staffing of the circulation desk including checking in and out of materials, enrolling new members, assessing and collecting fines, enrolling people in programmes, selling items and receiving payments, creating and updating membership records, recording inter-library loans, etc.
- c) Provides knowledgeable assistance and advice to readers in their choice of materials.
- d) Provides effective, knowledgeable, courteous and friendly assistance to library users with reference, information, tourism, community, genealogy and research questions.
- e) Sets up cash register, takes payments, issues receipts, operates cash register and payment machine, counts and balances contents of cash register.
- f) Manages patron overdue reminder processes.
- g) Assists customers using computers, Internet services and online resources provided at the library and remotely.
- h) Oversees selection and processing of materials and volunteer coordinating for deliveries to seniors.
- i) Assesses donated materials for collection suitability and assigns remainder for sale, donation or disposal.

- j) Collects, orders and maintains tourism information materials.
- k) Monitors and maintains community information and bulletin boards.
- l) Responsible for security when opening and closing the library on weekday shifts and the entire Civic Centre on some weekend shifts.

### **Human Resources**

- a) Oversees circulation area staff, customer service and procedures.
- b) Schedules all staff, and maintains attendance records, identifies staff shortages and gaps and coordinates coverage.
- c) Trains and supervises, assistant librarians, front line staff, library assistants, student and adult pages and volunteers.
- d) Assists with staff hiring, coaching, development, motivation, performance monitoring, and discipline.
- e) Directs and monitors task assignments and reviews and prepares job descriptions.
- f) Approve timecards, vacation requests and other non-vacation related time off requests for branch staff. Assists CEO with payroll preparation.
- g) Performs annual performance appraisal and job reviews with the CEO.
- h) Is part of a leadership team who contribute to planning and daily management of the library.
- i) Contributes to change management and succession management, and positive workplace morale and culture.
- j) Coordinates social events of staff, staff meetings, and staff development opportunities.

### **Information Resources**

- a) Creates, maintains and updates library procedures manual.
- b) Ensures confidentiality and secure storage of personnel records and sensitive information.
- c) Maintains, corrects & modifies records of materials, ensuring inventory and records match so that every item can be found efficiently by staff and the public. Accuracy and consistency are critical to core library operations.
- d) Creates and ensures accuracy and currency of members' personal records.
- e) Ensures safe storage and confidentiality of member records and user records, including personal data and images of identifiable individuals.

### **Spending, Budgets & Internal Control**

- a) Selects and orders front desk, general office and library material processing supplies while maintaining budget control.
- b) Assists with calculation of wages and staff schedules for budget control.
- c) Provides input into the preparation of the preliminary operating budget.
- d) Maintains up-to-date records and documentation pertaining to areas of responsibility such as procedures, account passwords, agreements, coding, images & design work, ensuring secure electronic storage of files in server locations that are backed-up and accessible to applicable department staff
- e) Assists with seeking partnerships with area agencies, business and organizations through active involvement and marketing of the library
- f) Seek appropriate grant and funding opportunities to supplement the library budget as appropriate.
- g) Manages inventory of office supplies and library collection processing materials.
- h) Maintains up-to-date records and documentation pertaining to areas of responsibility such as procedures, account passwords, agreements, coding, images & design work, ensuring secure electronic storage of files in server locations that are backed-up and accessible to applicable department staff

## **Health & Safety**

- a) All employees have the responsibility to work in a safe manner and report any health, safety or environmental concern to their manager or supervisor in a timely manner. Employee responsibilities for Health, Safety and Environment include:
- Work in compliance with organizational health, safety and environmental procedures.
  - Report any unsafe conditions or unsafe acts.
  - Ensure that the required protective equipment is used for the assigned tasks.
  - Attend all required health, safety and environmental training.
  - Report any accidents/incidents to supervisor.
  - Assist in investigating accidents/incidents.
  - Refrain from engaging in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- b) All supervisors/managers are responsible for promoting, monitoring and enforcing work practices which support the prevention of workplace illness and injury, as well as protection of the environment. Supervisor responsibilities for Health, Safety and Environment include:
- Ensure that equipment, materials and protective devices are functioning in a safe manner.
  - Ensure that employees are working in accordance with divisional health and safety procedures.
  - Applies progressive discipline as appropriate or health, safety and/or environmental violations.
  - Advise employees of the existence of any potential or actual health and safety risks.
  - Provide appropriate instruction for safe work.
  - Take every precaution reasonable in the circumstances for the protection of employees.
  - Conduct periodic inspections and audits in accordance with legislative and/or corporate requirements.
  - Conduct accident/incident investigations, prepare necessary reports and communicate to line management, health and safety personnel and health and safety committee.
  - Ensure that all employees, including temporary workers and contractors, adhere to safety requirements including the use of personal protective equipment.
  - Ensure that training is provided to all departmental employees as per established training matrix.
  - Supports activities and initiatives outlined by the Joint Health and Safety Committee.

## **Other**

- a) Performs other duties as may be assigned.
- b) In the absence of the Chief Librarian, manages the library in a shared team model.
- c) Attends all training and updating seminars related to their areas of responsibility.
- d) Seeks opportunities for professional development.
- e) Complies with policies and procedures of the Library Board and the Municipality.

## EDUCATION, SKILLS and EXPERIENCE

### Education/Training/Certifications/Licences:

- Master's Degree in Library and Information Science

### Experience:

- Minimum 5 years experience in a library position.
- Minimum 3 years experience in a leadership or management position.
- Minimum 5 years in a customer service position.

### Skills and Abilities:

- Excellent communication skills for public service interactions and staff leadership.
- Customer service skills including empathy, patience, adaptability, persuasiveness, positive attitude and calmness.
- Ability to establish and maintain friendly and effective working relationships with customers, employees, volunteers, community groups and other agencies.
- Understanding of human resources principles and the ability to mediate effectively.
- Proficiency with Windows, Microsoft Office Suite, Internet, social media networks and email.
- Computer skills sufficient to learn and perform the functions of the automated Library system.
- Effective numeracy skills and familiarity with spreadsheets.
- Accuracy and attention to detail.
- Self-motivation and ability to exercise independent judgement.
- Wide range of reading interests and ability to assess and guide people's reading development.
- Problem solving skills.
- Organizational and time management skills, ability to manage multiple tasks.
- Understanding of public library operational processes and systems.

## PHYSICAL DEMANDS and WORKING CONDITIONS

- Ability to work 35 hours per week, up to 8 hours per shift on a regular basis, with flexibility to work evenings and/or weekends to support operational requirements.
- Ability to speak clearly, good hearing, listening and comprehension skills.
- Visual acuity sufficient to read computer screens, printed text, shelving labels.
- Manual dexterity sufficient to handle office equipment, glue, tape, and place small labels accurately and neatly.
- Lifting & carrying 10 lbs regularly, 20-30 lbs occasionally.
- Stooping, crouching and reaching to low and high shelves.
- Pushing wheeled carts loaded up to 100 lbs.
- Standing and walking frequently.
- Climbing a short ladder.
- Sitting and working at repetitive tasks and keyboard work.
  
- Standard library environment, climate controlled, daily exposure to dust & human odours.
- High level of attention to detail and accuracy required with long periods of focus and concentration
- Interruptions are frequent and priorities need constant adjustments. Work schedules can

change on short notice to maintain service to the public. This can interrupt planned workload and result in long hours. Working with the public all the time.

- Frequently dealing with difficult people and complaints from the public. Regularly dealing with people who are unstable and unpredictable. Mental fatigue moderate.

### CONTACTS

Internal: Weekly contact with Municipal departments (payroll, human resources, maintenance, facilities booking, CIP, Economic Development). Monthly contact with Board trustees.

External: Daily contact with the public. Monthly contact with senior's residences. Regular contact with suppliers and tourism organizations. Occasional contact with employment agencies and local organizations.

Public Relations: Constant contact with the public; responsible for maintaining the reputation of the library service.

### REVIEW/APPROVAL

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**Department Head:**

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**Date:**