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**CLASSIFICATION: ADMINISTRATIVE EXEMPT LEVEL 3**  
**BARRIE PUBLIC LIBRARY**  
**ADMINISTRATIVE EXEMPT**

**JOB DESCRIPTION**  
**November 2016**

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**JOB TITLE/POSITION:**

Branch Manager

**JOB SUMMARY:**

The Branch Manager is an important member of BPL's management team. This position is responsible for the management of the public facing services of the organization at the Painswick Branch. Reporting to the Director, Customer Experience, the Branch Manager will be involved in customer service initiatives and promoting positive public experiences throughout the library and its services. Supervision of staff at Painswick Branch is a major part of this role. This position requires a high degree of collaboration with other managers and staff. Responsibilities require the exercise of considerable judgement in both the creation and implementation of policies, plans, and procedures.

**SUPERVISORY RELATIONSHIPS:**

- Reports to the Director, Customer Experience
- Collaborates with other managers
- Supervises the Branch Librarian, Public Services Facilitators, Material Handlers, and Pages at the Painswick Branch

**POSITION RESPONSIBILITIES:**

1. Assist and support the effective management of the library. This involves:
  - Adapting administrative policies, procedures and strategies to meet Branch specific service objectives. This includes assisting in the development of over-all library policies, procedures and strategies.
  - Working collaboratively with other managers and staff in decision making, planning, goal setting and public relations for the library as a whole.
  - Continually assessing the efficiency and effectiveness of branch services. This will involve making operational, scheduling, service and budget recommendations to the management team in accord with the Director, Customer Experience.

- Taking responsibility to maintain a broad, in-depth awareness, and knowledge of current library practices, trends, and standards of public service to better inform the rest of the library's management team
  - Assuming responsibility to act on behalf of the Senior Branch Manager when that Manager is not available or reassigned
2. Ensure the Branch's collection, staff, and services meet the needs of the community by:
- Directing the operations of the Branch so as to make the most effective use of resources including staff to support the library's overall organizational and strategic objectives
  - Making recommendations to the management team for efficiencies in workflow, staffing levels, processes/procedures in accord with current library trends and innovative new technologies
  - Assisting with system-wide staff scheduling for Public Services and Materials Handling
  - Participating in the hiring, coaching, informing, planning, supervising, scheduling, investigating, and motivating of staff to meet emerging community and Branch service requirements
  - Determining, developing, recommending, coordinating and/or conducting staff training and development in accord with overall organizational goals and objectives
  - Participating in Branch programming
  - May participate in collection development
  - May participate in the analysis of library statistics
  - Conducting full performance evaluations including discipline of Branch staff.
  - Overseeing library displays and in-branch promotions
  - Ensuring customer service excellence and efficiency
  - Handling customer requests, suggestions and concerns
3. Ensure that the Painswick Branch maintains a high standard of cleanliness and safety by:
- Monitoring the ongoing maintenance of the Branch
  - Making recommendations about facility maintenance
  - Acting as the "on-site" point of contact for contractors and City facilities staff
4. Ensure that regulatory standards are met by:
- Being aware of all regulatory legislation
  - Participating as the management representative on the Branch Joint Health and Safety Committee.

- Working in compliance with any legislation, including the *Occupational Health and Safety Act*, the *Ontario Accessibility for Ontarians with Disabilities Act* and privacy legislation.

#### **QUALIFICATIONS:**

- Master's Degree in Library Science from an ALA accredited library school
- Minimum 2 years of progressive and relevant library experience or the equivalent combination of education, experience and training sufficient to indicate the ability to manage the delivery of library services and programs
- Supervisory experience that demonstrates the ability to select, train, motivate and lead teams in a collaborative work environment
- Knowledge of the principles of human resource management in a unionized environment
- Demonstrated ability to direct meetings, set goals, and lead planning for service delivery
- Demonstrated budgeting and financial management skills
- Knowledge of computer software and hardware as it applies to library and information services

#### **QUALITIES:**

- Strong team player
- High level of self-motivation, creativity and resourcefulness
- Ability to work independently and collaboratively with staff
- Excellent communication skills, both written and oral
- Ability to work in a creative manner, to look for alternative solutions to problems, and to organize work and service effectively
- Excellent interpersonal skills that target key strategies and develop staff focus on key organizational directions
- Excellent organizational abilities and time management skills; ability to meet deadlines, multitask and prioritize
- Ability to direct meetings, set goals and develop financial business cases
- Skilled in staff development, using a combination of engagement, coaching, directing, and evaluation techniques to ensure staff are empowered and effectively deployed

#### **WORKING CONDITIONS:**

- Physical Effort: Time spent sitting in a comfortable position with frequent opportunity to move about; occasional need to move or lift light articles, walk around the floor as well as up and down stairs. Hours of work will require flexibility to meet the needs of the Library.
- Physical Environment: Usually located in a comfortable indoor area. Occasional travel by car between branches and community centres.
- Sensory Attention: Regular need to give attention, reading, studying, learning, listening to what is happening. Ability to multi-task in an interpretive environment.
- Mental Stress: The work is varied and ongoing. There is ongoing pressure for performance, dealing with frustrations of staff and public. There is a regular demand for decisions/actions based on limited information

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The foregoing description is an accurate statement of the duties and responsibilities assigned to this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

A current Police Record Check including Vulnerable Sector Screening is required.

Date: \_\_\_\_\_ Employee: \_\_\_\_\_

Director: \_\_\_\_\_

Chief Executive Officer: \_\_\_\_\_