



LIBRARY SERVICES MANAGER

Non-Union

1. Job Title

Library Services Manager – Full Time

2. Supervised By

Chief Executive Officer (CEO)

3. Supervises or Directs

Provides direct supervision and evaluation of library activities on a day-to-day basis to all staff including drafting schedules for staff for approval and the assignment of tasks and duties within the scope of the positions and per CEO approval. Provides directives and oversees training to those providing front-line patron services.

4. Job Summary

This position is responsible for the planning, development and implementation of library services as well as supporting the CEO with human resource management functions as guided by Library Board Policies and CEO's approval. The Manager is responsible for draft scheduling, assigning, and directing library staff, assisting in staff performance development reviews and making recommendations to the CEO on matters related to library operations.

5. Duties and Responsibilities

The following sets out the principal functions of the position and shall not be considered as a detailed description of all work requirements.

- Provide direct supervision, schedule and assign tasks to all staff members with respect to their duties per Library Board Policies, CEO approved directives and applicable Library Human Resource Policies and Procedures.
- Assist CEO in evaluating library staff performance and make recommendations to CEO, including any corrective, disciplinary, commendation measures necessary.
- Assist CEO in interviewing and selecting potential employees for vacant positions approved to be filled, per the Library's Human Resource Policies and Procedures.
- Plan, develop and implement services related to corresponding areas of responsibility per Library Board Policies and CEO approved directives.
- Monitors and ensures the provision of prompt courteous service and a positive image of the Library to the public. Monitors and intervenes as necessary in unusual problems, conflicts and disputes with the patrons and the public.
- Oversees the provision of training of all staff in keeping with Library Board's Policies, CEO approved training plans, budgetary constraints and general procedures.
- Verify timesheets to facilitate the provision of payroll.
- Prepare monthly statistics and reports as required.
- Assists with the maintenance of physical appearance of Library by advising the CEO of items that need attention.
- Attends meetings of LiNC (Libraries in Niagara Cooperative) as assigned.
- Coordinates with this group as necessary for items related to the Evergreen ILS

(Integrated Library System)

- Liaise with other libraries and members of the profession and keep abreast of trends, techniques and standards in the delivery of public services in a public library setting.
- Takes responsibility for personal safety and health in the workplace and the safety and health of co-workers.
- General administrative duties related to the Library Board including meeting minutes, correspondence, etc. as required.
- Responsible for processing all of the CEO's and Library Board's correspondence, memoranda, and reports, both public and confidential, as well as the preparation of photocopies, collation of reports and mailings.
- Maintains office files such as library policies/procedures, work schedules, etc.
- Maintains records for all Library Board meetings.
- Attends all regular Library Board and Committee meetings, as appropriate.
- Responsible for maintaining confidential Board and Personnel information.
- Assists with issuing charitable donations receipts.
- May serve as acting CEO as required.
- Must work in compliance with the law and safe work practices and guidelines.
- Other duties consistent with job responsibilities.

6. Skills, Education and Experience

- Masters of Library Sciences from an accredited post secondary institution.
- Five years related experience in library management an asset.
- Good verbal and written communication skills.
- Working knowledge of library administration and supervisory techniques.
- A familiarity with the range and scope of technologic devices and technology in libraries.

7. Accountability

- This position is responsible for the effective and efficient operation of public library services.
- Accountable for the monitoring of expenditures related to library operations.

8. Complexity, Consequences of Errors

- Job tasks are diverse and of moderate difficulty.
- The supervisory, planning, coordination and development functions of the job require a fair degree of judgment and analytical interpretation.
- Functions related to the effective and efficient operations of the front-line services staff requires original and independent thinking.
- Misinterpretation of policies and procedures, ill-conceived program and services development may cause financial and time loss as well as erode the public's confidence in effective and efficient operations of public library services.

9. Contacts

- Individual and groups of Library users.
- Community agencies, governmental agencies and external agencies as required.
- Library staff.

- Public Library staff and contacts from other libraries and organizations.
- Library suppliers and vendors associated with public services.
- LiNC (Libraries in Niagara Cooperative) public services group.

10. Working Conditions

- Works thirty-five (35) hours per week (including days, evenings and weekends).
- Works in a computerized, non-smoking environment.
- Work is moderate to highly stressful in meeting demands and internal deadlines associated with front-line services staff and other planning, coordinating type functions of the position.