

## ***JOB DESCRIPTION***

**Position:** BRANCH HEAD LIBRARIAN II **Position #:** P105-12  
**Dept/Branch:** Public Services  
**Reports to:** Public Services Manager  
**Supervises:** Circulation Supervisors, Reference Supervisor, Reference Librarians, Reference Assistants, Youth Services Librarians

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### **I. Position Summary**

Under the general direction of the Public Services Manager, the Branch Head provides leadership, advocacy, administrative support, supervision and professional librarian perspective to a major 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 functions as a senior advisor to the Public Services Manager and 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 Administration**

1. Administers all library operations and services within a major branch.
2. Provides input into the development, implementation and interpretation 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 library services provided to the community, identifies community needs and provides input into enhancements or changes to the service delivery model.
6. Participates in the ongoing measurement and evaluation of library services.
7. In consultation with the Public Services Manager and staff, develops and submits an annual branch plan which considers public needs and organizational objectives within a complex library environment.
8. May assist with review and recommendations regarding electronic resources.
9. Functions as a senior advisor to the Public Services Manager on library administration issues.

**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 professional librarians and supervisory staff within the branch. Works with them to develop personal and departmental annual goals and objectives to support the organizational and branch plan. Conducts performance appraisals for department heads and/or professional staff.
3. Ensures an effective staff communication system is in place to keep staff informed of organizational policies, procedures and issues that affects them.
4. Leads the branch staff through organizational change.
5. Engages in positive working relationships with union representatives. Ensures appropriate application of the respective collective agreements, in consultation with the Human Resources Manager.
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.
9. Develops a multi-year furnishings and equipment plan for the branch in consultation with the Public Services Manager. Submits annual branch capital furnishings and equipment requests.
10. Oversees the relationship with the appropriate city departments and private contractors to ensure that the ongoing maintenance of the branch meets a high standard of public cleanliness and safety.
11. Prepares and maintains required documentation.
12. May be asked to represent the library on inter-library and/or provincial committees.
13. Provides advice and counsel and participates in special projects or other duties as required by the Public Services Manager.

**C. Community Relations**

1. Responsible for the development, implementation and assessment of a library advocacy program to promote the ORL and the branch library in the community.
2. Works with community agencies, businesses and institutions in the community to promote library use and development according to library policies and practices.
3. In consultation with the Public Services Manager, assists in the development of public awareness through promotional materials, special events, media interviews, etc.
4. Encourages the development of, assists and liases with Friends of the Library groups.
5. Endeavours in all activities and associations to promote the goodwill of others towards the library.
6. 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 public service environment. Must deal with many interruptions. Has private office. Frequent use of computers.

### **IV. Job Specification**

#### **A. Education**

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

#### **B. Related Experience**

Three year's relevant public library experience including one year in a supervisory position.

#### **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.

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 alike.

Ability to carry out job functions with flexibility and initiative.

Considerable planning and organizational skills.

Valid BC Driver's license.

Must have own vehicle.

Keyboarding skills, minimum 40 wpm.

