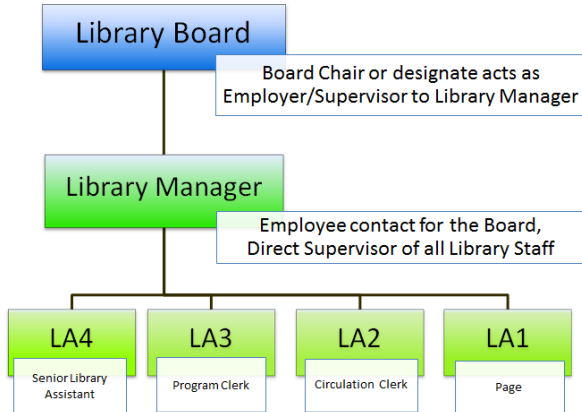


Purpose: The Library Board recognizes the importance of clear communication between Library Board, Manager and Assistants in the creation of a positive and productive work environment. This policy is to assure that all parties have the same perception of their duties, authorities, responsibilities and measures of performance. The Library Manager may create individualized job descriptions addressing day-to-day tasks for each employee.



Library Manager

- Manages day-to-day operation of the library
- Helps board clarify patron needs; develops programs and services
- Assists with policy development
- Prepares budget in consultation with board; manages expenditures
- Hires, supervises, and evaluates staff
- Assists board in development of Plan of Service
- Evaluates operations, reports to the board
- Promotes library activities, seeks community support
- Supports board function; usually attends board and committee meetings

Library Assistants

- Carry out daily procedures
- Provide patron service. Suggest and help develop new programs
- Identify policy gaps, implementation issues
- Identify needs, account for expenditures
- Work as members of a professional team
- Provide information for planning process
- Maintain required records and reports, provide feedback on programs & services
- Provide service, represent the library to the community
- Provide information and assistance to board as needed via library manager

Approved by: _____

Board Chair

Date Approved: November 27th, 2017

Specific duties are assigned to Library Assistants by the Library Manager. Other duties may be assigned in addition to the following:

Clerical and Customer Service:

- Provide general information on library services and answer questions from library users in person, by telephone, or by email
- Instruct patrons in the use of library systems and equipment and provide general information on the use of library facilities and services. This includes providing general assistance for Internet usage and computer programs within the Library
- Be knowledgeable about and promote current programming to patrons
- Assist patrons with program registration forms
- Assist volunteers with sign in and selecting a task
- Assist patrons in locating needed resources or referring them to other staff for assistance
- Facilitate research by library users
- Refer complex reference questions to the appropriate staff or the Reference Desk at Medicine Hat Public Library
- Resolve problems and complaints and refer difficult situations to the Library Manager
- Be knowledgeable of and competent at operating computer systems, photocopier, and any other library equipment
- Assist Library Manager in compiling historical record of Library's media coverage
- Open/close cash register, when scheduled by Library Manager
- Complete paperwork and advise patrons about room bookings and schedule
- Keep public areas of the library tidy
- Assist with the proctoring of exams
- Mail and courier tasks

Circulation:

- Check out library materials, collect appropriate fines and user fees
- Assist patrons in placing holds and interlibrary loan requests
- Check in materials with automated computer system
- Re-sensitize and sort library materials returned at circulation desk and in book chute
- Shelf books and other materials in appropriate areas of the library's collection
- Maintain tidy shelves by straightening, repositioning and organizing library materials
- Read shelves to keep materials in proper order and re-shelve misplaced items
- Communicate shelving problems and repositioning needs to supervisor
- Performance of specialized and routine maintenance and repair of books and other materials
- Process and sort shipments
- Report or resolve discrepancies with library item records

Computer Support:

- Manage computer use traffic
- Monitor functions of library computers
- Provide assistance to computer lab users
- Fix minor computer problems and refer more difficult problems to appropriate staff or Shortgrass IT
- Assist in minor maintenance and manage technological equipment (photocopier, printers, AV equipment, computers and reader/printer)
- Keep up-to-date with current trends and developments regarding the integrated library system, online databases provided to users of the Brooks Public Library, as well as any equipment or software used in library

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Programming:

- Under the guidance of the Library Manager, design, organize and implement library programs (i.e. seniors' outreach, Toddler Time, Story Time, Art Exhibits, computer training workshops)
- Supervise and encourage active involvement by participants in programs
- Keep accurate track of audience statistics and report these in writing to the Library Manager
- Keep and provide an accurate accounting of funds spent on supplies for reimbursement purposes
- Management registration of program participants
- Assist with the generation of new ideas for programs

Promotion:

- Arrange tours and classroom visits for local schools
- Keep local media representatives informed of events
- Work in partnership with local organizations to promote events
- Seek financial sponsorship of programs with local community organizations, companies or individuals

Library Support

- Promote programs through various means, generally posters and handouts, and assist with other publicizing of library events as required
- Conduct tours of library facilities for various educational or civic groups and interested individuals
- Assist with the administration of various fundraising efforts (i.e. Adopt-a-magazine, Lois Hole Library Legacy Program, Advancement Board)
- Manage Web and Social Media promotion as directed by the Library Manager

Library Support:

- Order or provide input on the acquisition of library materials under direction of the Library Manager
- Complete the processing of newly acquired materials with property stamping, security stripping, attaching call number labels, and barcodes
- Perform annual inventory of the entire library collection and report any discrepancies or concerns to the Library Manager
- Assist with weeding of the collection according to three year weeding plan under the direction of the Library Manager
- Use acquisition and weeding knowledge to manage donations
- Handle overdue patron accounts according to Schedule C, Bylaws of the City of Brooks Library Board
- Assist/Manage Problem Status/Location Report inquiries
- Process interlibrary loan requests
- Lead various fundraising projects (i.e. Adopt-a-magazine, Lois Hole Library Legacy Program, Advancement Board)
- Administer and monitor Accessibility needs and services
- Manage room bookings and schedule
- Manage gallery selection, installation, and promotion
- Provide guidance and mentorship to other staff members
- Train new staff members in library specific practices and procedures when assigned by the Library Manager
- Supervise volunteers and delegation of volunteer-appropriate tasks

Approved by: _____

Board Chair

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Position Title: Library Manager

Position Classification: Library Manager (LM)

The Library Manager is responsible for the management and administration of the Library. This includes providing leadership to library staff, acting as a liaison with various individuals and groups, ensuring the provision of high quality library service to the public, collection development, financial administration, computer expertise, programming development and promotion of the library in the community.

This position is the chief executive officer of the Brooks Public Library. The Library Manager reports directly to the City of Brooks Library Board. They are responsible for the overall library operation and staff.

Duties and Responsibilities

The duties and responsibilities of this position encompass the management of all tasks performed by library assistants as well as the following:

Leadership

- Interview, hire, and train new staff in library practices and procedures
- Provide guidance and support as well as supervision to all library staff
- Organize and participate in staff development opportunities
- Ensure the Library stays informed on current issues, trends and developments in the field of library and information science
- Act as chief liaison between library staff, the library Board, the Shortgrass Library System, City and County administrations
- Resolve difficult library user problems and complaints
- Serve on library and community committees
- Research and access grants and funding
- Act as principal proponent and representative in all library matters and promotions within the community and abroad.

Administration

- Ensure the development of the library's collection including books and non-print materials appropriate to the library, and the weeding of out-dated materials
- Responsible for statistics, mid-year and annual reports, and all other forms of library correspondence
- Perform a variety of administrative duties such as: scheduling; inspection and monitoring of premises and grounds; monthly budgeting, financial statements and bill payments; payroll; staff benefits; grant applications; FOIP requests; exam proctoring; maintaining supplies; purchasing equipment and library furniture.
- Prepare and provide timely reports to the City of Brooks, and the Provincial Government on library operations and financial status
- Oversee fundraising initiatives
- Coordinate with Friends of the Libraries

Approved by: _____

Board Chair

Date Approved: November 27th, 2017

Library Manager (LM) continued

Programming and Promotions

- Oversee the development, implementation and evaluation of all library programming
- Develop and Oversee promotional activities of library and programs
- Act as the Library spokesperson with various media outlets and the community at large
- Create Opportunities for the Library to participate in community, networking and promotional events
- Ensure library facilities are available for various educational, civic groups and interested individuals to tour
- Give presentations on the library and its services
- Ensure the website is kept up to date

Board Support

- Assist the Board with the development, review and revision of library policies, by-laws and Business Plan
- Prepare reports and briefs for board and committees
- Prepare and submit annual budget to be approved by the Brooks Public Library Board

Minimum Qualifications

- A post-secondary education in business administration or a related field
- A minimum of two (2) years' experience in supervisory/management environment
- Ability to develop operations plans and programs
- Critical thinking and evaluative skills
- Excellent leadership and organizational skills
- Excellent interpersonal and communication skills
- Experience in budgeting and financial management
- Experience in a library setting an asset
- Proficiency in computer and technological applications and software
- An equivalent combination of education and experience may be considered
- Must complete a Consent for Disclosure of Criminal Record Information form to the satisfaction of the City of Brooks Library Board

Status: This is a full-time position of 40 hours/week. It occasionally requires varied and irregular hours of work. The Board requires accountability for hours worked.

Approved by: _____

Board Chair

Date Approved: November 27th, 2017