

PURPOSE:

Reporting to a Department Head, the Branch Manager is responsible for the development and delivery of a full range of professional library services in the branch. The Branch Manager shapes the nature and quality of customer service offered in the branch through the selection, assignment, management and supervision of staff, exercising professional judgment in the organization and administration of branch operations, and use of evidence-based assessment in the implementation of service changes and improvements.

RESPONSIBILITIES AND ACTIVITIES:

- Ensure that both the physical environment and the customer service delivered by branch staff create a welcoming, customer-centered experience that is responsive to the users of the branch.
- Responsible for developing, executing and assessing effective strategies to ensure the branch meets the organization's service goals and objectives by allocating resources, such as scheduling staff within the branch's budgeted hours and utilizing tax payer resources responsibility, in an effective and efficient manner and within established policies and procedures.
- Ensure organizational plans and objectives are achieved by continuously monitoring, analyzing and adjusting to changing environments.
- Coordinate and collaborate with fellow RPL managers to seek additional budgeted resources for projects and branch initiatives.
- Provide effective management and supervision of staff, within established policies and procedures, including working with Human Resources to recruit staff, participating on the interview panel and making the final determination as to who will be hired; training staff and planning staff development; completing performance evaluations including probationary reviews and recommending annual increments; performance management; prioritizing, assigning and reviewing work; responsible for determining if discipline is necessary and imposing the discipline including progressive discipline and termination; hearing grievances on behalf of RPL; providing input and recommendations on layoffs, recalls, promotions and demotions; and ensuring appropriate quality, accuracy and quantity of work for assigned staff.
- Counsel and coach staff in the areas of staff motivation and employee engagement in order to promote staff commitment, a culture of continuous improvement and focus on organizational goals.
- Participate in the resolution of staff related issues/conflicts and works toward ensuring that all staff works together in a cooperative fashion.
- Assess branch services and participate as required in assessment of services of the library system.
- Participate on teams and plan and implement projects for the RPL system, as assigned.
- Provide reference and reader's advisory service to customers, including questions referred from other branch staff.
- Manage and make changes to branch operations, scheduling, staffing composition and construct, service delivery and budget requirements within established policies procedures.
- Develop relationships and maintain regular active communications with the local community and its various agencies and interest groups to promote the branch and opportunities for partnerships.
- Undertake ongoing professional development activities leading to a broad and in-depth knowledge of current library practices, trends, standards, public services, and related professional issues.
- Initiate proposals and recommendations regarding the adoption of new practices, standards, and service innovation at Regina Public Library.
- Perform related work as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- An ALA accredited master's degree in Library and Information Studies.
- Minimum three years professional library experience with increased responsibilities.
- Demonstrated knowledge of current technology, trends and issues related to public library services such as might be gained through experience, education, or professional activities.
- Knowledge of the principles of human resource management in a unionized environment and demonstrated supervisory skills including the ability to motivate and lead staff in mandate delivery.
- Demonstrated ability in managing and supervising staff, recruitment, conflict resolution, performance management, progressive discipline, leading and developing others and grievance administration in a unionized environment.
- Demonstrated ability to assume responsibility, and perform duties requiring independent judgment, initiative and discretion.
- Demonstrated critical thinking skills to analyze financial, budgetary, and operational data to identify inconsistencies and/or errors, comment on variances and make recommend improvements to meet the anticipated needs of the branch.
- Demonstrated strong organizational skills including the ability to effectively and efficiently manage work, scheduling employees and priorities to support customer-centered services.
- Demonstrated analytical skills and problem-solving ability, including the ability to evaluate, assess and problem-solve using logical, fact-based reasoning and to participate in an evidence-based decision-making environment.
- Demonstrated ability to work constructively in a collaborative decision-making framework.
- Demonstrated ability to establish and maintain positive working relationships with the public, staff and external agencies and to work as a member of a team.
- Demonstrated commitment to deliver consistent, high quality customer service and work well with a diverse customer group.
- Demonstrated strong oral and written communication skills.

RPL has an inclusive and innovative work environment which offers a competitive salary (\$79,494 to \$113,563 per annum) and a generous benefits package, including 100% employer paid group benefits and five weeks annual vacation. Learning is one of RPL's values and this is demonstrated through significant support for professional development in the amount of \$4,000 per year.

Employees of RPL consistently strive for further refinement of service excellence and value to the community making it an employer of choice for over a century.

A review and consideration of applications for this position will begin on September 25, 2020.

Interested applicants are invited to submit a resume and cover letter to:

Human Resources

Email: resumes@reginalibrary.ca

Mail: Box 2311, Regina, SK S4P 3Z5

Candidates must be eligible to work in Canada.
The successful candidate shall be subject to a Criminal Record Check as a condition of employment.