



## **Eastern Counties Regional Library Job Posting Public Services Manager (Term)- Mulgrave, NS**

**Eastern Counties Regional Library is looking to hire a full-time (35 hours per week) Public Services Manager on a 14 month term basis. Under the supervision of the CEO, the Public Services Manager is responsible for branch operations and ensuring that each of ECRL's 9 locations offers safe quality public services equally to all library users. To achieve this, they supervise, train, evaluate, and manage the performance of branch staff. The Public Services Manager develops and oversees communication about ECRL's public services.**

### **Duties to include (but not limited to):**

- **Provides leadership, direction, coaching, and training to branch employees**
- **Inspects branches to ensure compliance with policies and procedures in relation to providing quality public services**
- **Ensures branch operations and customer service protect personal information as per ECRL's related policies and procedures**
- **Ensures branch staff and general operations adhere to ECRL's accessibility plan**
- **Communicates with branch staff and the public regarding impacts of facility issues where necessary**
- **Develops branch staff skills and conducts performance evaluations**
- **Leads and participates in personnel actions in consultation with the CEO and Employee Relations Manager**
- **Regularly communicates with branch staff and brings any relevant issues to the attention of the CEO and Management Team**
- **Approves time off requests from branch staff and schedules replacement staffing, if available**
- **Drafts, reviews and authorizes public communications and publicity about library services**
- **Manages social media promotion of library collections and services**
- **Oversees ECRL programming**
- **Purchases minor items and programming supplies for branches**
- **Notifies staff, the public, and relevant local partners regarding unscheduled branch closures**
- **Manages the Open Library schedule using Open+ and reports issues to Technical Services Librarian**
- **Provides input on staffing and branch related budget lines as needed**
- **Ensures that information about public services on the ECRL website is kept up-to-date and relevant**
- **Promotes collection on the Featured Shelf on the ECRL website**

- Assists with general Collection Development and oversees Collection Maintenance at branches
- Researches current and emerging trends in libraries, including topics on collection development, programming, and training for front-line staff

### **Skills and Competencies Required**

- Effective interpersonal skills including verbal and written communication skills
- Excellent time management skills and ability to prioritize tasks
- Effective decision-making skills
- Must be reliable, dependable, and able to work with minimal supervision
- Must maintain an open, cooperative and professional attitude
- Must be able to realize when issues should be referred to CEO
- Respect for confidentiality and compliance with FOIPOP and PIIDPA
- High level of competency with Microsoft Office suite
- Successful Criminal Records Check and Child Abuse Register search

### **Experience/Education Required**

- Post-secondary education
- Library and Information Technology diploma and experience, or Master of Library and Information Science degree
- Minimum of 3 years working in public library
- Demonstrated knowledge of the principles and practices of public library services
- Must be an experienced driver with a valid Nova Scotia driver license and a clean driving abstract for the 5 years
- Experience using online platforms and databases in a library setting

### **Notable Physical and Mental Demands**

#### **Physical demands:**

- Lifting and moving boxes weighing up to 20 lbs utilizing safe lifting techniques
- Must demonstrate safe and efficient driving practices
- A significant amount of mobility, strength, flexibility and coordination is needed to perform duties such as shelving, packing/unpacking and preparing boxes
- Must grip, lift, push, pull and carry totes over, up and down inclines, stairs, changes in walking surfaces and elevations

#### **Mental demands:**

- Particular attention to detail and accuracy
- Brief and long periods in front of a computer monitor

- Long periods of driving in various weather conditions
- Must prioritize and adjust task list in a multiple-demand work environment
- Particular sensitivity to personnel issues and requirement to maintain confidentiality

**Posted: March 3, 2023**

**Term: May 2023-July 2024**

**Application Deadline: March 24, 2023**

**Job Classification: Management**

**Salary: \$2,115.38 Bi-weekly**

**Reports to: CEO**

Eastern Counties Regional Library is an equal opportunity employer. If you need assistance or an accommodation due to a disability, you may contact us at [jobs@ecrl.ca](mailto:jobs@ecrl.ca). Only those applicants who are shortlisted for an interview will be contacted. Eastern Counties Regional Library reserves the right to withdraw the competition if a suitable candidate cannot be found. Please submit by email a cover letter stating your qualifications and interest in the position with a resume and three work references to:

**Laura Emery, CEO**

**Eastern Counties Regional Library**

**Email: [jobs@ecrl.ca](mailto:jobs@ecrl.ca)**