



JOB DESCRIPTION

TITLE: Branch Manager

DEPT: Branches

REPORTS TO: Community Services Director

CLASSIFICATION: Exempt

Objective:

Oversees all aspects of the Rand Road Branch and North Hoffman Branch including operations, personnel, materials, programming, and budget. Serves on the Library's Management Team and participates in strategic planning, community engagement, and policy development. Implements the Library's strategic plan, ensuring that the department is living up to the Library's mission, vision, and culture statement.

Duties:

1. Plans, directs, coordinates, and reviews work of the Library's Branches. Oversees Branch operations and services. Maintains written procedures and suggests process improvements.
2. Interviews, hires, trains, schedules, supervises, coaches, and evaluates staff and volunteers in the department while providing guidance, support, and leadership within the culture of the organization.
3. Engages with community groups and members to develop and maintain partnerships. Acts as Library liaison to Partners for Our Communities.
4. Provides reliable and accurate directional and readers advisory assistance to members. Instructs and assists members in the use of Library resources and technology.
5. Develops and facilitates educational and recreational programs and events for the Branches, in coordination with the Library's public services departments.
6. Manages, selects, and maintains materials for Branch collections, including weeding, repairs, and discards.
7. Administers departmental budget lines and prepares annual budget requests. Monitors and approves department expenditures and contracts.
8. Supervises collection and accounting of fines, fees, and debt collection
9. Creates reports, surveys, manuals, and other informational and statistical data. Utilizes data in Library-wide decision making.
10. Participates in professional development through professional reading, workshops, conferences, and networking groups. Shares information learned with appropriate colleagues.
11. Participates collaboratively in overall planning and policy development as a member of the Library's Management Team.
12. Serves as person in-charge of the Library, responding to emergencies and member complaints.
13. Serves on library and community committees as assigned.
14. Creates and maintains a welcoming environment for members and staff by fostering a culture of diversity and inclusion.

15. Performs other duties as assigned.

Minimum Qualifications:

Education:

Master's degree in library science or equivalent required.

Experience:

- Three years related experience in a public library.
- One year of supervisory experience.
- Fluency in written and spoken Spanish required.

Knowledge, Skills, & Abilities:

- Ability to work with efficiency, skill, accuracy, and appropriate speed
- Ability to alphabetize correctly and to understand numerical arrangement utilizing decimals in order to comprehend, put in correct order, and retrieve materials from shelves
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to use good judgment creating and following procedures in support of library policies
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times with the public and staff
- Ability to exercise initiative and to make appropriate independent decisions
- Proficiency in the use of email, the internet, and computer technology
- Knowledge of Microsoft Windows and 365
- Fluency in successfully searching library catalogs and research databases
- Experience with integrated library systems (Polaris preferred)
- Ability to troubleshoot minor problems with computers, devices and peripherals
- Knowledge of federal, state, and local laws as reflected in library policy
- Ability to learn website content management software

Supervisory Responsibility:

Position has direct supervisory responsibility over departmental staff and overall supervisory responsibility when acting as person in-charge. Review work, assist, develop, counsel, evaluate, discipline, and enforce library rules and policies. Interview, hire, develop, coach, assist review work, evaluate, discipline, and enforce library rules and policies.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds frequently
- prolonged sitting and repetitive keyboard use

Working Conditions:

- Work is performed in a typical library environment.
- Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.
- Must be able to work a flexible schedule, including evenings and weekends.