

CALCASIEU PARISH PUBLIC LIBRARY

POSITION DESCRIPTION

POSITION TITLE: LIBRARIAN II – BRANCH MANAGER
CLASSIFICATION: EXEMPT

DEPARTMENT: PUBLIC SERVICES
APPROVED BY: HUMAN RESOURCES

REPORTING RELATIONSHIPS

POSITION REPORTS TO: ASSOCIATE LIBRARIAN - PUBLIC SERVICES
POSITIONS SUPERVISED: BRANCH DEPARTMENT HEADS

POSITION PURPOSE

The Librarian II Branch Manager provides leadership and oversight for a large departmentalized branch. The branch manager is responsible for creating a welcoming atmosphere for each patron, with an emphasis on excellent service.

The Branch Manager supports and develops staff, with the goal of creating and fostering positive work experiences and confident knowledgeable staff. The branch manager is responsible for the development and coordination of community engagement through programming and outreach, with the goal of creating and developing community relationships. The branch manager also ensures the achievement of branch goals and objectives which are aligned with the Library's mission, core values, and strategic plan.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- 1. Assumes responsibility for effectively and efficiently supervising a staff of 20 to 35 employees within a departmentalized library branch.**
 - a. Leads and empowers staff to deliver effective high-quality library service.
 - b. Ensures library procedures and tasks are completed in an effective and timely manner.
 - c. Interviews, selects, trains, supervises and evaluates branch staff.
 - d. Works closely with department heads to ensure effective workflow.
 - e. Sets branch and department goals and objectives that align with the Mission, Core Values and Strategic Plan of the Library.
 - f. Supports individual staff development goals through direct instruction and by offering opportunities for professional development.
 - g. Resolves staff concerns and issues promptly and effectively.

- 2. Assumes responsibility for maintaining library operations.**
 - a. Ensures appropriate branch and department coverage through efficient staff scheduling. Monitors staff time and approves staff payroll records.

- b. Creates a welcoming environment with frequent attention to branch orderliness and appearance.
- c. Performs regular evaluations of operations and services while utilizing innovative thinking to devise needed changes and improvements.
- d. Accurately and promptly completes all reports, spreadsheets, and other required documents.
 - i. Oversees daily financial reports.
 - ii. Submits branch statistical data monthly.
 - iii. Manages and creates reports for special equipment (ex. kiosks).
- e. Appropriately manages branch budget in accordance with library policies.

3. Assumes responsibility for overseeing and delivering effective branch services.

- a. Assumes responsibility for the oversight and execution of quality patron and information service duties.
 - i. Provides and models excellent customer service through patron assistance.
 - ii. Oversees patron assistance including reference interviews, reference assistance, readers' advisory, and technology assistance.
 - iii. Ensures that staff are well informed of library databases and utilize them when appropriate.
- b. Assumes responsibility for the oversight and execution of all circulation and collection management duties.
 - i. Ensures that circulation functions are completed in an effective and timely manner.
 - ii. Directs and works with departmental staff to ensure quality collections for the community through well-informed requests.
 - iii. Performs and assigns relevant collection maintenance tasks.
- c. Assumes responsibility for the oversight and execution of all programming and community outreach.
 - i. Oversees and collaborates with the development and implementation of quality programs for all ages.
 - ii. Evaluates and regularly reassesses the needs and interests of the local community to optimize programs.
 - iii. Determines and facilitates needed library services in the local community, with special interest paid to underserved populations.
 - iv. Markets and promotes the library by providing information on library resources and services at events and presentations.

4. Assumes responsibility for learning and development activities.

- a. Continuously improves job skills through various learning and training opportunities.
- b. Develops and enhances computer and technology skills necessary for effective communication and job function.
- c. Stays knowledgeable and informed about our library services, resources, activities, policies and procedures.

- d. Reviews professional literature and keeps informed about services, issues, emerging technologies, and research related to libraries. Relates ideas to the library's mission and values.
- e. Provides support and training for branch supervisors and staff.
- f. Provides peer support and training as requested or needed.

5. Assumes responsibility for maintaining professional working relations and effective communication with Library staff and patrons.

- a. Promotes the Library's Core Values (Service, Community, Respect, Adaptability, Ethics & Integrity, and Teamwork) by modeling these values in all daily activities.
- b. Works efficiently both individually and with a team to support the library's mission and core values.
- c. Communicates effectively using a variety of methods.
- d. Develops and maintains effective relations with co-workers.
- e. Provides information and assistance as requested.
- f. Responds promptly and courteously to staff and patrons.
- g. Informs management of any significant areas of concern.
- h. Provides branch and system level support by actively participating on committees or special projects and attending meetings as required.

6. Assumes responsibility for related duties as required or assigned.

- a. Completes special projects with a superior level of quality.
- b. Eagerly participates and gives valuable input on special committees.
- c. Demonstrates critical thinking and problem-solving capabilities for branch issues.
- d. Ensures library areas are clean, secure, and well maintained.

PERFORMANCE MEASUREMENTS

- 1. Appropriate level of work output and efficiency is maintained. Tasks are completed in a timely manner.
- 2. Branch operations and services address the library's strategic plan, core values, and the needs of the local community.
- 3. Branch is adequately staffed, and staff are sufficiently trained.
- 4. Policies and procedures are effectively communicated to staff and patrons and are appropriately enforced. Concerns are dealt with quickly and professionally.
- 5. Willingly participates in special programs and events. Interactions with the public are friendly and professional.
- 6. Positive and professional communication and interaction with management, staff and patrons is maintained.
- 7. Learning and development activities are completed.

QUALIFICATIONS

EDUCATION/CERTIFICATION: Master's degree from an ALA accredited college or university.

REQUIRED KNOWLEDGE: Knowledge of modern library organization, policies, and procedures, mission, goals, services and trends.
Knowledge of current research methods, techniques, and sources of information.
Knowledge of library materials and resources.
Knowledgeable in methods of storing and retrieving materials.
Knowledge of classification methods.
Thorough knowledge of adult, teen, children's literature and services.
Knowledge of effective management techniques and principles.

EXPERIENCE REQUIRED: Five years progressive supervisory experience in a library setting.

SKILLS/ABILITIES: Ability to communicate openly and effectively with positive impact.
Ability to deliver excellent, responsive customer service.
Ability to build consensus and teams through collaboration.
Ability to coach and develop staff.
Ability to anticipate and adapt to change and challenges effectively.
Ability to manage priorities and expectations, plan projects and work efficiently to continually improve service.
Well organized and detail oriented.
Ability to use a variety of software applications, devices, and library technologies.
Ability to take initiative in problem solving, make recommendations and present solutions.
Strong presentation skills.
Proficient in Microsoft Office 365.
Proficient and comfortable using, learning and implementing new technology.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Positions in this class typically require: walking, standing, sitting, bending, stretching, reaching, stooping, twisting, climbing, kneeling, lifting, talking, hearing, seeing, and repetitive motions.

Light Work: Ability to lift 25 pounds and push a cart of 50 pounds. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subject to travel.

The physical requirements described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING ENVIRONMENT

No hazardous or significantly unpleasant conditions (such as in a typical office).

The noise level in the work environment is usually moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Applications received by July 15, 2018 will receive first consideration. This position is open until filled.

For more information, please visit our website: www.calcasieulibrary.org/my-library/employment