



## JOB DESCRIPTION

<b>Job title</b>	<i>Library Regional Branch Manager</i>
<b>Reports to</b>	<i>Deputy Director, Public Services</i>

### Job Function

Under the direction of the Deputy Director, a Regional Library Manager, serves as Librarian-in-Charge of a Regional library or the Main Library. Responsibilities include providing leadership for staff and managing the overall service plan and operation of the location including collection management, services and programs, customer and community relations, outreach and developing local, community partnerships and overseeing the general maintenance and security of the library building and grounds. Acts as mentor/supervisor for managers of smaller library locations in their region. Work may include assisting with hiring and training staff to provided excellent customer service, overseeing staff evaluations, assisting with system strategic planning, working closely with Library technology systems, and related work as required. Regional Managers actively participate on system-wide teams and initiatives and work closely with other divisions within the Library coordinate services.

### Duties and Responsibilities

- Supervises the work of branch staff; trains; arranges schedules; monitors workflow; reviews work; conducts performance evaluations; models expected behaviors and competencies including promoting an environment that encourages input from all staff, sets high standards and encourages all library staff members to provide exceptional customer service; encourages staff to take advantage of professional development opportunities;
- Supervises Library Managers at smaller libraries in region – this includes working to ensure consistent procedures, practices and programs are employed across the region. Provides scheduling coverage when needed and meets regularly with those managers;
- Meets regularly with other Regional Managers to establish consistent procedures, practices and programs across the Library system;
- Enforces established policies, rules and regulations, standards of conduct and work attendance;
- Maintains open communication with all staff and conducts staff meetings regularly;
- Oversees staff payroll reports using ADP;
- Schedules branch staff to ensure effective coverage at all times;
- Oversees building maintenance activities including facility upkeep and security;
- Provides high level customer service, mediates customer concerns and addresses any problems or needs at the branch;
- Helps customers make successful use of the library;
- Provides reference and readers advisory service to customers in person, online or over the phone; consistently provides high level customer service;
- Performs general circulation duties;
- Provides or oversees the provision of formal and informal instruction regarding the use of the library systems and computers to customers and staff;
- Oversees programming at location such as Summer Reading, story hours and class visits, etc., and manages program budgets as appropriate;
- Directs customers to appropriate community resources; liaisons with community groups and develops local partnerships as appropriate;

- Performs and provides staff to perform outreach and represents the library in the community and at appropriate professional organizations; ensures that community groups are kept informed of library programs and services; may assist in developing outreach materials;
- Maintains records/statistics and prepares reports;
- Responsible for cash reports and monetary deposits in keeping with Point of Sale (POS) procedures and protocol from the Library Business Office;
- Maintains and/or oversees the maintenance of library location collection; weeds and removes worn, unused and obsolete materials from collection using guidelines provided by Collection Management;
- Participates in committee and team work including activities such as materials selection, budget process and system programming;
- Serves in rotation with other Regional Managers as weekend and/or evening Manager-in-Charge for the Library system;
- Assists with setting and fulfilling goals and achieving benchmarks in accordance with organizational strategic plan;
- Keeps informed of technological and professional trends and pursues a commitment to professional development and growth;
- Stays informed about NOPL services and activities;
- Positively represents the Library to the public and other agencies;
- Other duties as assigned.

#### **Minimum Qualifications**

- A Master's Degree in Library Science from an accredited graduate library school
- Minimum of 4 years of post-MLS professional experience. Two years of this experience must have been in a supervisory capacity at an urban public library
- Must hold a valid Louisiana Driver's License
- Must be able to work at any location in the New Orleans Public Library system
- Must be able to work nights and weekends

#### **Preferred Qualifications**

Previous customer service experience a plus.

Project planning and experience working in a team environment.

Experience leading a team or committee a plus.

#### **Knowledge, Skills & Abilities**

- Self-motivated individual with outstanding human relations, communication skills, and a positive attitude towards public service work;
- Ability to set priorities and manage multiple priorities;
- General knowledge of technology trends including mobile devices and social media;
- Ability to plan, initiate, develop, and evaluate special library programs and services;
- Ability to resolve public concerns and difficulties using tact, courtesy, and good judgment;
- Ability to communicate effectively and professionally with staff and public;
- Ability to work independently in the absence of supervision;
- Knowledge of computer applications including Microsoft Office;
- Must be able to travel throughout the Library system and to other locations for meetings and training;
- Knowledge of reference sources, and collection development practices and methods;
- Knowledge of public relations and customer service methods practices and procedures;
- Knowledge of computer hardware, software and peripherals utilized in automated library systems;

- Knowledge of federal, state, and city laws, rules, regulations and policies related to public library branch administration;
- Ability to manage, direct and coordinate the work of supervisory, professional, and technical personnel;
- Ability to select, supervise, train and evaluate staff; provide administrative and professional leadership and direction and recommend and implement goals, objectives, and practices for providing effective and efficient administrative services;
- Ability to assess community needs and trends, project future demographic changes and resulting needs, develop long-range strategies for programs and facilities;
- Ability to research, analyze and evaluate new service delivery methods, procedures and techniques;
- Ability to provide leadership and direct the activities of varied program areas;
- Ability to establish and maintain effective working relationships with coworkers, officials, contractors, volunteers, community organizations and the general public;
- Ability to provide clear, concise oral and written communication.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations must be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, sit, and talk or hear. The employee is required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Packing and loading of materials and books will be required.
- Tasks may involve lifting and/or moving 15-44 pounds on a regular basis and driving between library sites and outreach locations.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and visual acuity to read computer screen and perform various detailed work.

### **Kind of Examination**

- Candidate must qualify for the City of New Orleans Library Regional Branch Manager register.

### **Direct reports**

May supervise Librarian I/II/III and/or assistants, technical and clerical personnel.

To apply on the City of New Orleans job site, <https://www.nola.gov/jobs/>, search for “Library Regional Branch Manager”.