

Carbon County Library System Job Description

Position Title: Branch Manager
Position Hours: Full-Time
FLSA Status: Non-Exempt
Department: Branches
Reports To: Executive Director
Supervises: Library Assistants, Branch Sub, others as assigned
Approval Date: October, 2016

Summary:

Para-professional, supervisory and administrative work directing the day to day operation of a branch library. Duties include staff scheduling, attention to physical branch facility, selecting, training and evaluating branch staff. Work also includes developing and implementing programs, services and special events to promote use of the library branch and related work as required. Reports to the CCLS Executive Director. The incumbent works under general supervision that is received from a higher level librarian who reviews work for achievement of desired goals and objectives. Supervision is exercised over a staff of clerical branch employees and volunteers engaged in various phases of library operations.

Essential Responsibilities and Duties

1. Supervisor:
 - a. Manages branch operation, resolving problems as they occur, ensuring adherence to the library system's policies and procedures.
 - b. Supervises information specialist, subs and volunteers.
 - c. Appraises employee performance and review evaluations of subordinates.
 - d. Schedules work hours for staff in a timely and fair manner to insure adequate coverage and hours are allotted appropriately.
 - e. Regularly trains and evaluates staff on library circulation duties to ensure appropriate skill and knowledge of the library system policies and procedures.
 - f. Develops goals, plans, programs, and services for a branch library as assigned.
 - g. Maintains open and professional communication with all library system staff members and library director.
 - h. Monitors maintenance of the building and assumes responsibility for reporting on general condition of the building and repairs needed to the Library Director.
 - i. Performs simple maintenance issues as needed or asks for assistance.
 - j. Maintains an inventory of supplies and prepares a supply request at regular intervals.

- k. Works closely with other branch managers and library management to assure services are responsive to patron needs.
2. Circulation Duties
- a. Communicates with Executive Director, Acquisitions and Resources Librarian, regarding circulation issues, policies, and procedures.
 - b. Manages, supervises and participates in all daily service and support operations within a branch.
 - c. Prepares reports and statistics for the branch according to the library system's policies and procedures.
 - d. Checks out, and discharges library materials, renews and places holds for library customers using the automated library system.
 - e. Assists customers in library-related services in person, on the telephone, and electronically.
 - f. Shelves library materials correctly using the assigned classification systems, and straightens shelves in a neat, orderly fashion.
 - g. Assists customers in locating materials and completing interlibrary loan requests using the online catalog.
 - h. Assists customers in basic computer usage.
 - i. Assists customers in the use of the copy machine, fax, and printers.
 - j. Schedules meeting room use and documents usage as required by library policy and procedures.
 - k. Performs deselection of branch materials as assigned by the Technical Services Librarian.
 - l. Accurately checks in magazines, newspapers, and other materials and places them on display and use for library customers.
3. Information Services
- a. Provides reference service in person, over the phone, or electronically by researching and assisting customers in the use of the online catalog, reference materials, internet, databases, etc.
 - b. Supplies accurate, authoritative answers for requested information in a timely manner.
 - c. Recognizes when a question may need to be referred to a co-worker or outside agency. Does not hand off a question without following up with the customer to insure customer is being appropriately helped.
 - d. Performs interlibrary loan duties using the automated library system and VDX according to WYLD consortium policies and guidelines.
 - e. Promotes the use of the WYLD databases to customers.
4. Programs and Activities
- a. Communicates with the Programming Librarians to develop high-level programs for optimum community benefit.
 - b. Participates in county-wide programming as required.
 - c. Assembles and arranges displays of books and other library materials.

- d. Plans and implements story time and special library programming activities as required by library system policies and procedures.
 - e. Performs public relations activities in the community and acts as a liaison to the local Library Friends group.
 - f. Supervises children's, teen, and adult programs to ensure library system policies and procedures are adhered to.
5. GENERAL DUTIES
- a. Performs opening and closing duties including locking/unlocking building doors, turning equipment on/off, handling daily cash drawer, emptying book drop.
 - b. Performs general housekeeping tasks such as dusting, sweeping, vacuuming, etc. as needed.
6. ALL STAFF DUTIES
- a. Maintains professionalism by exercising tact, diplomacy, and courtesy at all times, and by observing customer confidentiality.
 - b. Provides positive customer service at all times.
 - c. Communicates work progress, work problems, and library related issues with co-workers, supervisors, and all staff as appropriate.
 - d. Committed to carrying out current policies, procedures, and directives.
 - e. Works with other members of the staff in a cooperative manner.
 - f. Follows established channels of communication.
 - g. Follows directions and works without close supervision.
 - h. Willingness to work flexible schedule and to provide back-up coverage as needed.
 - i. Attends mandatory all-staff meetings.
 - j. Seeks out educational opportunities and attends training as approved.
 - k. Supports and promotes all library collections, events, programs, and services within the library system while at work.
 - l. Recognizes that positive organizational change is essential to a healthy library system.
 - m. Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Associate degree or equivalent.
- Familiarity with computers and the internet.
- Working knowledge of Microsoft Word and Excel.
- At least one year of experience working with the public.
- Excellent customer service skills.

PREFERRED MINIMUM REQUIREMENTS

- Bachelor's degree.

- Previous library experience.

PHYSICAL EFFORT AND WORKING ENVIRONMENT

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 may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel. The employee is required to talk and hear. The employee is frequently required to reach with hands and arms. The employee is required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and color vision.

NONCONTRACTUAL

Nothing in this position description should be construed as an employment contract. The Carbon County Library System Board of Directors reserves the right to modify salaries, schedules, contributions to health insurance programs, and other benefits programs.