

Branch Manager II

FLSA: Exempt, Union

Job Purpose and Summary

Plans, organizes, and manages a large branch library or multiple libraries in accordance with the mission, budget, policies and procedures of the Mid-Columbia Libraries (MCL); provides collection development maintenance and reference services to the public; performs a variety of administrative and technical tasks related to library services; serves as library liaison to the community and demonstrates good stewardship of library resources. Based on projects and programs assigned, will supervise union and non-union employees to achieve satisfactory conclusion of such projects and programs.

Supervision Received and Exercised

Receives general direction from assigned management. Exercises direct supervision over union and non-union supervisory, professional, paraprofessional, technical, clerical, or volunteer staff.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Develops, implements, maintains and monitors operating procedures and practices to insure efficient and effective service to library customers and safe operation and maximum utilization of the library facilities, equipment and collection.
2. Coordinates the development and maintenance of adequate and up-to-date branch collections through the selection and discarding process. Monitors usage, working closely with the Collections & Services Director to assess collection activity and to insure that the branch collection meets community needs and wants.
3. Directs and provides reference and readers' advisory services.
4. Directs the circulation and library materials handling functions to ensure that materials move efficiently through the branch and MCL and that MCL policies and procedures are followed. Explains MCL policies and procedures to library customers and staff and resolves related questions and concerns.
5. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaint.

6. Selects, trains, and motivates personnel inclusive of union contract employees within assigned area working directly with them and through subordinate supervisor; works with employees to correct deficiencies; resolves a wide range of routine and non-routine personnel issues and difficult situations inclusive of union contract enforcement and adherence matters; implements discipline and termination procedures.
7. Supervises and provides oversight to assigned personnel inclusive of union contract employees to ensure that branch library services and collections meet objectives of the strategic plan and annual work plans. Develops branch objectives and monitors progress and adjusts work plans as appropriate. Recommends and administers policies and procedures.
8. Conducts performance appraisals of assigned personnel inclusive of union contract employees.
9. Develops and submits branch budget, forecasting needs for staffing, facilities, equipment, materials and supplies; monitors expenditures throughout the fiscal year to ensure that they are kept within the approved budget; participates in discussions regarding budget adjustments.
10. Ensures that the building and equipment within the building are safe and adequately maintained; schedules needed maintenance or improvements; ensures that the building is opened and closed on time; maintains adequate supplies.
11. Works with branch employees and others within MCL to develop and support programming for children, teens, and adults, promotions, tours, booktalks, and other activities; contributes ideas and feedback on such events; and ensures that required staffing for events is scheduled.
12. Evaluates operations and activities of the branch; recommends and implements improvements and modifications; prepares various reports on operations and activities.
13. Acts as liaison with the local community, organizations, and school district; ensures that community groups are kept informed of library programs and services; coordinates branch publicity and merchandizing with Collections & Services and/or Marketing Directors.
14. Plans and conducts regular branch staff meetings.

15. Works with other members of the management team to plan library services, project staffing needs, develop and monitor library budget, and evaluate best ways to meet library customer needs.
16. Conducts research, procedural, and administrative studies and prepares reports, recommending solutions or courses of action inclusive of union contract negotiations and issues relating to implementation of projects and programs.
17. Ensures compliance with all applicable Federal, State, and local laws, regulations, and ordinances as well as all Library System policies, procedures and Union contract provisions.
18. Coordinates the provision of library services with other library managers and staff and performs services in person, by telephone, by mail and electronically, as required.
19. Attends meetings as requested by management.
20. Participates in professional associations and activities; reads professional journals and publications; reviews current information and trends in public library services.
21. Under fills for any subordinate position as needed.
22. Performs other duties as assigned.

Qualifications

1. Master of Library Science degree and State of Washington Librarian certificate.
2. Three years of professional Librarian experience, including two years of lead or supervisory experience desirable.
3. Or equivalent technical training, education, and/or experience.

Knowledge of:

1. Current public library policies, procedures, and systems.
2. Principles and practices of supervision.
3. Library computer systems and applications including circulation software, the Internet, on-line databases, and email.

4. Collection management practices and procedures including analyzing usage of library collections.
5. Theory and practice of reference service, including adult and children's reference sources and electronic resources, including the Internet and database information retrieval.
6. Knowledge and support of the principles of intellectual freedom.
7. Effective programming for children, young adults, and adults.
8. Principles and practices of goal setting and project management.
9. Current office methods, equipment, practices and procedures including PC usage and familiarity with Microsoft Word, Excel, Power Point, and other personal computer applications, emailing systems, and web-based searching.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Analyzing problems, resolving problems and dealing with unique situations.
3. Using independent judgment and discretion in a wide variety of situations.
4. Effective written and verbal communications, including public speaking.
5. Typing, word processing or entering data at a speed and accuracy level necessary for successful job performance.

Ability to:

1. Gain thorough knowledge of MCL's policies, procedures and programs.
2. Represent MCL in a positive, responsive manner to the Library Board of Trustees, staff, public, volunteers, and supporters.
3. Manage all aspects of service at the assigned branch.
4. Develop and implement branch goals, objectives, programs and plans, inclusive of direction to staff covered by union contract.

5. Supervise union and non-union employees.
6. Analyze complex problems, evaluate alternatives, and implement changes.
7. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
8. Plan, organize, and direct the work of self and others.
9. Exercise initiative and independent judgment in a wide variety of situations.
10. Interpret community interests and needs, and plan appropriate library services.
11. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
12. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
13. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
14. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.
15. Work occasional evenings and weekends.
16. Obtain a valid Washington drivers license.

Work Environment and Physical Demands

1. Normally seated, standing or walking at will.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to resolve situations or problems.

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