

BRANCH SERVICES MANAGER

Position Code: 1723
WC Code: 8810
FLSA Status: Exempt
Pay Grade: 353
Location: Library
Approval Date: 2022

General Statement of Duties

Performs administrative and professional library work of considerable complexity. Identify and provide Library staff with ongoing training opportunities. Develop and maintain community partnerships. Oversee the efficient and safe operation of the library facility. Works with other Library Managers to design and implement library services that strategically align with the Library and Town's Strategic Plan.

In the event of a natural or man-made disaster that may threaten the area, the employee will be required to perform emergency duties as directed.

Distinguishing Features of the Class

An employee in this class performs supervisory and professional library work in the planning, organizing, promoting, directing, supervising of services in a library division and work may require the application of specialized library techniques. The Branch Services Manager serves on the Library Management Team to develop strategies for moving the library forward in partnership with other key staff and the community. Work may be performed in Circulation Services, Youth Services, or Digital and Technical Services. The employee contributes to a work environment that encourages high performance, collaboration, innovation, and customer service. The employee must also exercise initiative and independent judgment in staff supervision, including training, direct monitoring of performance, customer service. This position has a close working relationship with other Town Departments, as well as communication level relationships with vendors and other organizations that provide services to the Town. This position reports to the Library Director.

Duties and Responsibilities

NOTE: The listed duties are illustrative only and are not intended to describe each and every function, which may be performed in the job class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.

COMMUNITY:

Build collaborative, mutually beneficial partnerships with local organizations, including other Town departments.

LEADERSHIP:

Contribute to a culture of collaboration.

Remain conversant in library-related technology trends.

Identify opportunities and launch and manage projects that integrate new technology into existing library services.

Create communication channels and work opportunities that give all staff an opportunity to share ideas and contribute their talents toward designing and delivering programs and services that support the Library's and Town's priorities.

Develop an annual library service plan based on the Library's Long Range Strategic Plan.

Observe and discover trends in the community and the profession that impact library service, facilities, and staff development needs. Propose Library changes that align with these trends.

Propose public services procedure and policies that reflect current service needs.

FACILITY:

Evaluate library spaces to determine how to improve them and make them more welcoming and useful to customers.

Monitor day-to-day operations within the facility. Report concerns through appropriate communication methods.

Initiate maintenance requests for building, equipment, and other location needs. Contact appropriate staff for escalating issues.

STAFFING:

Ensure that staff work efforts are safe, efficient, and follow appropriate policies and procedures.

Facilitate ongoing conversations with staff and Library Leadership around issues and trends that affect our community and our profession.

Identify customer service needs and work with other managers to design, implement, and evaluate appropriate training for staff to meet those needs.

Develop and maintain staffing models that ensure that library staff meets people at their point of need.

Conduct performance evaluations of library staff. Write formal evaluations, review with staff, clarify performance expectations, and initiate appropriate corrective action as required.

Create work goals and training opportunities for staff that ensure that staff remains knowledgeable of community issues and trends.

Collaborate with other Library managers and community partners to develop workshops and learning opportunities for staff.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Note: The knowledge, skills, and abilities identified in this class specification represent those needed to perform the duties of this class. Additional knowledge, skills and abilities may be applicable for individual positions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of standard library professional, clerical, and technical methods.

Knowledge of library policy and procedure.

Knowledge of professional library principles, practices, and techniques.

Knowledge of library collections and research techniques.

Knowledge of current and emerging technology and trends that may impact the community and the services the library provides.

Skill in time management to maximize productivity.

Skill in the use of computer software and the integrated library system.

Ability to operate effectively across a wide range of activities from routine to complex issues with system wide impact.

Ability to provide leadership in developing and maintaining a positive, helpful, and professional organizational culture.

Able to lead from within the organization.

Ability to recognize organizational needs and to develop proposals to address those needs.

Ability to manage projects and participate as a member of a project team.

Ability to establish and maintain effective working relationship within the organization and externally with the community.

Ability to communicate effectively in written and verbal communications.

Ability to evaluate problems and find cost effective solutions.

Ability to remain flexible and adapt to a dynamic work environment.

Ability to select, train, mentor, and evaluate staff.

Ability to use discretion in communicating with staff.

Ability to interpret library policies and procedures to the general public.

Ability to work a schedule that may include evenings and weekends.

Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, stooping, kneeling, crouching, standing, walking, reaching, grasping, fingering, talking, lifting, bending, pushing, pulling, hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally; up to 10 pounds frequently; and a negligible amount of force constantly to move objects.

Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, and do extensive reading.

Minimum Education and Experience

Bachelor's degree in business administration or a related field from an accredited college or university. Two to four years of customer service and supervisory experience in a public library setting or an equivalent combination of education and experience.