



## BRANCH MANAGER

### Position Description

Pickaway County Library

Last updated 11/2024

**DEPARTMENT:** Branch

**REPORTS TO:** Director

**FLSA:** Non-Exempt

**RANGE:** 4

#### **POSITION SUMMARY**

Under general supervision, this position is responsible for daily operations of the library branch including, but not limited to, supervising, training, and scheduling staff; providing information and customer service to patrons of all ages; and collaborating with other departments and staff. The Branch Manager serves as a liaison between the branch community and the Pickaway County Library by performing community outreach and engagement efforts to understand their needs and to promote the library's services and programs.

#### **DUTIES**

*Evaluation of this position is based primarily on performance of the following essential functions, which include, but are not limited to:*

1. Manages daily operations of the branch; ensures basic safety measures are followed, maintains a safe work environment, requests routine and emergency maintenance requests, etc.
2. Ability to positively lead branch toward the Library's vision, mission, and strategic goals
3. Establishes branch goals and objectives based upon the library's strategic plan; evaluates existing workflows and practices; recommends and/or implements changes to promote efficiency within branch or Library.
4. Exhibits working knowledge of library policies, procedures, and operations.
5. Demonstrates effective verbal or written communication by practicing active listening, being aware of non-verbal communication, and adapting communication style to suit different audiences.
6. Participates in the hiring and orientation process for new staff; trains staff to perform job duties and tasks including how to apply and interpret policies, procedures, and best practices.
7. Provides regular feedback to branch staff, sets clear expectations, proactively addresses staff performance issues, and prepares formal reviews of branch staff.
8. Coordinates, schedules, supervises, and assigns work assignments to staff and assigned volunteers.
9. Demonstrates fiscal accountability for branch resources, assigned budgets, reconciles the received funds, and makes the deposit.
10. Assists in collection management, through purchasing requests and withdrawing items in accordance with the Collection Development policy.
11. Collaborates with the Public Service Manager to maintain, evaluate, and make recommendations for the library's online resources and digital collection.
12. Collaborates with the Community Relations Manager to effectively brand and market library offerings.
13. Represents the library at community meetings and events; establishes and maintains collaborations with community agencies including schools and local civic organizations to promote and increase the use of Library services and programs.
14. Oversees the development, implementation, and evaluation of programs for all ages that reflects of community interest, current events, emerging technologies, and popular trends.
15. Develops new and expanded services based on community needs and industry trends.

16. Implements and coordinates the efficient processing of CLC cargo, items on hold, check-ins, and other aspects of circulation.
17. Delivers reference assistance and readers/viewers advisory to patrons.
18. Provides proactive and welcoming customer service to patrons on all aspects of library service.
19. Maintains personal skills to assure quality of service in areas of library science, customer service, technology, information services, and readers/ viewers advisory.
20. Performs additional duties as assigned including leading and serving on task forces, committees, etc.

#### **MINIMUM QUALIFICATIONS**

- MLS/MLIS degree OR equivalent experience in a public library information services setting
- Experience working in a public library
- Ability to handle confidential information with discretion and to remain calm in stressful situations
- Proficiency in the use of common computer software programs and ability to use library-specific software
- Ability to deliver programs, speak before groups, and conduct school visits or other group tours.

#### **PREFERRED QUALIFICATIONS**

- Experience working in a public library AND an MLS/MLIS degree
- Experience managing staff in a library setting
- Experience with developing and implementing programs and services for all ages.
- Working knowledge of traditional and online resources related to public service in a library setting including websites, social media platforms, and databases

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

- Ability to operate standard office equipment, daily
- Ability to lift and move up to forty (40) pounds, occasionally
- Ability to push book trucks with up to 150 pounds of materials on them, daily
- Ability to perform repeated reaching, bending, climbing and squatting, daily
- Ability to sort and file materials accurately in alpha-numeric order
- Ability to work in a team setting, daily
- Requires availability for extended hours as needed
- Requires evenings and weekends
- Requires periodic participation and attendance at events and trainings
- Requires ability to travel to off-site locations

**Pickaway County Library is an Equal Opportunity Employer. In addition, reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.**