

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Library Branch Manager I	Job Code:	06090
Department:	Library	Pay Grade:	Std 22
Reports to:	Senior Librarian	FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

Department Overview: A department of Flathead County, ImagineIF Libraries is a countywide Library system with locations in Kalispell, Columbia Falls, Bigfork and Marion. ImagineIF is a participatory library that designs hands-on learning experiences for people of all ages. With a focus on literacy, outreach, and community connection.

Job Summary: This position is responsible for the day-to-day operation of a library facility or department and may be required to work at various locations. Branch managers maintain close communication with the Library Leadership and Management Teams to ensure success in achieving system-wide goals. Performs managerial duties providing program development, training and direction to staff and volunteers, and provides service to library customers. Works with customers, members of the community, and staff to provide spaces for reading and learning. The Library Branch Manager I position is distinguished from the Library Branch Manager II position by the size of the facility, staff, patron traffic, and circulation.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Responsible for the day-to-day operation of a library facility, including creating and maintaining staff schedules.
- Manages the planning and implementation of library programs and activities.
- Meets with staff weekly, clarifies performance expectations and goals, and initiates appropriate corrective action as required, including coaching, development, and discipline.
- Trains and supervises the work of volunteers.
- Assists customers in person, on the phone and via email using print and electronic resources.
- Informs and assists customers with hands-on activities, computer usage and other technologies.
- Responds to routine reference and information queries from the public and staff.
- Maintains and promotes excellent customer service.
- Collection maintenance: weeds, shifts and requests materials in coordination with Collection Development Team.

- Provides technical assistance in the acquisition, receipt and processing of library materials for public use.
- Using the automated library system, circulates materials, processes holds, runs reports, trouble-shoots problems, etc.
- Resolves complex circulation issues by troubleshooting customer accounts.
- Oversees and assists with the upkeep of the library including shelf reading, shelving of materials, tidiness and general cleanliness.
- Prepares daily and monthly statistics.
- Achieves Montana State Library certification.
- Performs cleaning as needed and advises proper officials when deep cleaning, maintenance or repair of facilities is required.
- As a member of the Library Management Team attends and participates in monthly LMT and all-staff meetings and annual all-staff retreat.
- Collaborates with supervisor in achieving short and long-term system-wide library goals.
- Accepts and adheres to ImagineIF Libraries' strategic plan, core values, policies and procedures.
- Performs related duties as required or directed.

Non-Essential Functions:

Incumbents may be requested to perform functions relevant to the position but not listed above.

Physical Demands and Working Conditions:

The work requires physical exertion such as bending, walking and lifting boxes (up to 40 lbs.). The employee may be required to provide outreach in a variety of settings, which may require climbing of stairs and driving a motor vehicle for transportation. Evening and weekend shifts are required.

Supervision Exercised: This is a supervisory position of assigned subordinate staff.

Knowledge, Skills, and Abilities:

- Knowledge of standard public library theories and principles, including methods of excellent customer service, intellectual freedom, and equitable and open access
- Skills in managing and supervising a department
- Skills in communicating effectively in writing and verbally
- Skills in collaborating successfully in a team-based environment
- Skills in building successful working relationships with supervisor, staff, co-workers, community members and library customers
- Skills working positively with a diverse public
- Skills in computer technologies including MS Office Suite, Internet searching, integrated library systems and social media
- Skills in mathematical accuracy, counting money and making change

- Ability to learn standard public library theory and principles, including methods of excellent customer service, intellectual freedom and equitable and open access to information.
- Ability to demonstrate leadership to staff
- Ability to coach and develop individual team members
- Ability to maintain accountability for personal and team performance
- Ability to complete assignments in a timely fashion
- Ability to meet system-wide goals
- Ability to take a teamwork approach by cooperating with others, offering to help others when needed, and considering larger organization or team goals
- Ability to think creatively and problem-solve
- Ability to work both independently and collaboratively
- Ability to obtain and maintain a valid Montana driver's license with a safe driving record and operate a motor vehicle under all weather conditions
- Ability to work evenings and Saturdays
- Ability to enthusiastically advise customers on digital services and devices
- Ability to use tact, good reasoning abilities and sound judgement
- Ability to communicate effectively, respectfully, patiently and courteously with coworkers, customers, and other community members
- Ability to remain flexible and positive in an environment of constant change
- Ability to have a positive, calm approach and a sense of fun

Education and Experience:

Bachelor's degree preferred and two years of experience in a library or other customer service setting with considerable public contact, or any combination of education, experience and training which indicates possession of the knowledge, skills and abilities listed above.

ACTION	DATE	REFERENCE
Adopted	7/01/88	Commissioners' Minutes
Revised	06/15/00	Commissioners' Minutes
Revised	11/23/09	Commissioners' Minutes
Revised	03/09/21	Commissioners' Minutes