

LIBRARY BRANCH MANAGER II

NATURE OF WORK:

Under the general supervision of a Senior Librarian, the Branch Manager II provides general assistance to library customers of all ages using various technical skills and knowledge. The Branch Manager II supervises staff and volunteers, and actively participates on the Library Management Team. The Library Branch Manager II is responsible for the day-to-day operation of a branch of the Flathead County Library System. As a representative of the Flathead County Library System, the Branch Manager II demonstrates knowledge and acceptance of Flathead County Library System service goals, Core Values, policies and procedures.

Branch Managers maintain close communication with Main Library staff to ensure success in achieving system-wide goals. Branch Managers are hired to lead a particular branch, and are regularly expected to work at all FCLS locations.

DISTINGUISHING CHARACTERISTICS

This is the second level of a two-level series. The Branch Manager II position is distinguished from the Branch Manager I position by the size of the facility and staff, patron traffic, circulation, and decision making responsibilities.

PRINCIPLE JOB PRIORITIES/REPRESENTATIVE EXAMPLES OF WORK

(not all inclusive and may be modified at anytime)

1. Assists library customers in person, on the phone, and via email
2. Evaluates assigned staff, reviews with staff, clarifies performance expectations, and initiates appropriate corrective action as required, including coaching, development, and discipline.
3. Trains and supervises volunteers
4. Maintains and promotes excellent customer service
5. Assists customers in using the library's computers and other equipment, and in locating materials
6. Gives library tours
7. Organizes and/or supervises children's story time
8. Assists in the planning and implementation of programs for adults and teens
9. Prepares daily and monthly statistics
10. Prepares booklists, displays and promotional materials
11. Circulation: trouble-shoot problems, check-in/check-out, process applications, holds processing, run reports, etc.
12. Collection maintenance: weeding, shifting, requesting materials, etc. in coordination with Collection Management Team
13. Assists with upkeep of the library including shelving of materials, shelf reading, and general cleanliness
14. Performs cleaning as needed and advises proper officials when deep cleaning, maintenance or repair of facilities is required

15. Collaborates with Senior Librarian in achieving short and long term system-wide library goals
16. As a member of the Library Management Team attends and contributes to monthly LMT and all-staff meetings
17. Remains flexible and positive in an environment of constant change
18. Accepts and adheres to Flathead County Library System Core Values, policies, and procedures.

SELECTION FACTORS

Knowledge of:

- standard library theories, principles, methods, and objectives of a public library system
- established library services, and materials
- functions, policies, and procedures of a county library system, including branch operations

Skill in:

- interpersonal relationships
- research techniques and cognitive reasoning
- the use of computer technologies, including MS Office Suite software, the Internet, and integrated library systems
- typing and basic math
- leadership

Ability to:

- work both independently and collaboratively
- establish and maintain effective working relationships with supervisor, co-workers, community members, and library customers
- communicate effectively, patiently and courteously with employees, customers, and other community members both verbally and in writing
- periodically provide guidance to volunteer and /or student help
- remain flexible and positive in an environment of constant change
- meet system-wide goals
- work a varied schedule including nights and weekends
- lift and carry up to 50 pounds

GENERAL RECRUITMENT INDICATORS

(Person applying for a position in this class should have the following experience and/or training)

1. Bachelor's Degree; Master's Degree in Library Science preferred
2. Four years experience as a library technical or branch assistant; successful completion of library science course work may be substituted for up to two years of the experience
3. Desire to work with the public is essential; must be comfortable working with a diverse population of all ages, from children to senior citizens, individually and in groups

4. Any equivalent combination of experience and training which indicates possession of the knowledge, skills, and abilities listed in the job description
5. Must have a valid driver's license and the means to travel to library branches

The statements in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or to otherwise balance the workload.

| ACTION | DATE | REFERENCE |
|----------|------------|---|
| Adopted: | 07/01/88 | Commissioners' Minutes |
| Revised: | 06/15/00 | Commissioners' Minutes |
| Revised: | 11/23/09 | Commissioners' Minutes |
| Revised: | 03/08/12 | Commissioners' Minutes |
| Revised: | 07/01/14 | HR Salary Recommendation Transmittal Signed 5/28/2014 |
| Adopted | 06/19/2017 | Position Grade Changes Effective 7/1/2017 (FY18) |