

Spokane County Library District

CLASSIFICATION: E19

POSITION TITLE: Branch Services Manager

GENERAL PURPOSE:

Plans, organizes, directs, and manages library services in one of two administrative regions.

POSITION SUMMARY:

A Branch Services Manager is responsible to the Director for all library services provided from branches located within a geographic region and for the facilities, staff, and other resources used to provide them. In collaboration with the other Branch Services Manager, plans, organizes, and implements library services that reflect the District's overall mission and strategic plans. Manages a resource library. May be assigned oversight responsibility for District-wide services such as outreach and circulation. May serve as manager-in-charge in the Director's absence.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Plans, organizes, directs, and evaluates branch library programs and services to meet the District's mission, goals, and objectives; analyzes regional library service and program needs and recommends changes in policies, procedures, practices, equipment, facilities, and/or staffing to meet identified needs; sets priorities for service provision in the region in coordination with the other Branch Services Manager and other management staff to insure consistent service levels and balance in all branch services.

As a member of the District's Management Team, assists in formulating District-wide policies, procedures, programs and services; develops and administers the annual regional budget for library personnel, training and travel, programs and services, furnishings and equipment, and supplies.

Provides estimates and forecasts of branch library activities to assist in long and short-range planning; identifies trends in customer use of branch library services, the Website, and the library collection; adapts library resources to meet any changing community needs.

Manages a resource library, including staffing and services coordination.

Works with the Director and staff in developing and coordinating plans for new buildings or the remodeling of existing facilities; directs branch and regional supervisors/managers to ensure that equipment and facility layout is used in an effective and attractive manner; evaluates potential of new equipment or facility modifications and recommends/approves appropriate action.

Collaborates with the Collection Services Manager regarding branch library materials collections as well as District-wide information resources.

Assures that adult and youth programs and activities are coordinated with other branch services and that required resources are appropriately balanced.

Identifies staff training needs, develops training plans, and coordinates training programs for branch staff.

Serves as liaison between District and the communities it serves, develops positive relationships with civic and community organizations, Friends of the Library groups, and elected and appointed officials.

Insures that customer service issues are resolved in a timely and courteous manner, interpreting District policy as necessary.

Keeps current on trends, developments, and issues in librarianship and library management, participates in professional organizations, in-service training conferences, workshops, and seminars as appropriate.

Interacts with District staff, peers, and members of the public in a professional and respectful manner.

Attends work on a regular and dependable basis.

OTHER JOB FUNCTIONS: Performs other duties as may be assigned in support of the District's mission.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed trial period, and afterwards, for continued employment.)

Knowledge of:

- Public library resources, programs, and services;
- Management principles and practices including program planning, evaluation, budgeting, supervision, strategic planning and leadership;
- Fundamental principles and practices of collection development, reader's advisory, reference, and programming;
- Principles of intellectual freedom and open access;
- Library and office computer systems and web applications.

Ability to:

- Plan, organize, develop, evaluate, and modify library services;
- Organize and express ideas effectively in oral and written communications;
- Think critically and creatively; develop and evaluate programs of action, and carry them through to their successful conclusion;
- Use problem solving skills, initiative, and sound judgment;
- Make effective presentations;
- Plan and direct the activities of library personnel in a manner which will effectively deliver programs of library services to the citizens of the region and the respective communities;
- Establish and maintain effective working relationships with the public, public officials, SCLD staff, and the staff of area libraries; develop effective working relationships with civic and community organizations and Friends of the Library groups;
- Provide quality services in a cost-effective manner and recommend improved methods of performing the work;
- Travel to library branches and other locations within the District's service area using own transportation;
- Work a flexible schedule that may include evenings and weekends;
- Attend work on a regular and dependable basis;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:

Persons applying for a position of this class should have:

Certification by the State Board for Certification of Librarians or the ability to obtain certification at time of appointment as required by R.C.W. 27.04.055. Certification may be obtained by 1) having a Master of Library Science degree from an ALA accredited school, or 2) passing an examination given by the Certification Board demonstrating knowledge equivalent to an M.L.S.; and a minimum of five years progressively responsible professional library management experience in public services with at least three years recent professional management experience in a public library - multiple site management experience preferred; advanced training

in the areas of administration and/or supervision of library programs and personnel may substitute for up to one year of the experience.

Working knowledge of pcs and office software and the internet; Microsoft Office preferred.

Should be able to successfully pass a background check.

Possession of a valid driver's license and normal risk insurability.

ILLUSTRATIVE EXAMPLES OF THE TYPES OF TOOLS/EQUIPMENT THAT MAY BE USED BY A PERSON IN THIS CLASSIFICATION:

Personal computer, including word processing, database, spreadsheet, e-mail and calendar programs; integrated library system; PDA and cell phone; office equipment such as a calculator, telephone, copy machine, and fax machine.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time. Requires personal interaction with staff, civic and community organizations, Friends of the Library groups, and elected and appointed officials. Some travel to a variety of locations to perform work and/or attend meetings is required. Physical exertion may be required to lift and carry library materials and supplies office supplies or other printed materials. Hearing, speaking, and listening to individuals and groups in person and by telephone; reading, viewing and hearing materials in print and electronic format; using a keyboard, mouse and viewing a computer monitor; meeting deadlines, frequent interruptions, and working under moderate to high levels of stress are illustrative of the mental and physical requirements of the position.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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 and requirements of the job change.

FLSA Classification: Exempt

Salary Range: E19

Revised: 09/16/09 mjlw