

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 Executive 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 Executive 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.

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

Addresses customer comments and complaints; enforces Rules of Customer Conduct and responds to emergencies in situations that may be stressful or unpleasant.

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.

Attends work on a regular and dependable basis.

Hears, sees, speaks, and listens to individuals in order to ~~work~~ successfully interact with staff and the public.

May perform repetitive motion using arms and wrists and knees, bending, stooping stretching and lifting, and standing for long periods of time.

Read materials in print or electronic format.

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

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;
- 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;

- Lift office supplies, books, and other materials, weighing up to 40 pounds;
- Transport oneself to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

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.

Five years recent progressively responsible professional library management experience in public services with at least three years recent professional management experience in a library setting, public library experience preferred, 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 two years of the experience, certification of completion required. Working knowledge of personal computers and experience using word processing, spreadsheet, or database software; ILS experience preferred. Read and use English and understand numbers; OR any equivalent combination of education, training, or experience that assures satisfactory performance of essential job functions.

Must be able to successfully pass a background check.

Valid driver's license and normal risk insurability preferred.

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; keyboard, mouse, and computer monitor, 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 in an office/library environment while sitting at a desk or computer terminal for extended periods of time. Duties require use of a computer terminal, mouse, and keyboard. Duties require manual dexterity, clear speech, and visual and hearing acuity in order to successfully interact with customers and co-workers. Occasional periods of pulling/pushing items, and/or lifting/carrying items up to 40 pounds, reaching with hands and arms, stooping, bending or kneeling are encountered. Vision requirements include close vision and ability to adjust focus. Customer interactions, and/or ongoing activity levels may result in low to moderate stress. The noise level is usually moderate. May be exposed to dust, fumes and/or odors on a recurring basis. Ability to transport oneself to other locations to perform work, and/or attend work-related meetings, workshops or conferences is required.

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; 07/01/11