

Trails Regional Library Branch Manager Job Description

REQUIREMENTS AND COMPENSATION

Hours of work– *Three quarter time position:* 30 hours per week. The library is open Monday, Wednesday, Friday and Saturday. Hours are subject to change according to the needs of the library system. Evening hours may be included in the schedule in the future. No lunch break away from the library is included in the work schedule as the position works alone most of the time. The Branch Manager will be required to substitute at other branch libraries according to the needs of the system so some travel will be required. Travel is required to attend mandatory workshops or training. All appointments to positions at Trails Regional Library shall be for a probationary period of six months. Days off or extra days worked shall be arranged at the convenience of the Library and with prior approval from the Supervisor.

Education and Experience Requirements–Minimum of high school diploma or equivalent. Some college is helpful, but this job could be performed by an intelligent, well-organized individual with strong customer service skills, computer skills and appropriate experience. General knowledge on a variety of topics is necessary to help library patrons find the information and resources they need. Exceptional customer service skills, computer experience including word processing, email and the use of the Internet are job requirements.

Starting Salary–Track C, Step 1

Benefits–The 30 hour Branch Manager will earn 103.5 hours (12.94 days) of Paid Time Off annually as detailed in the library system's Personnel Policies. The position receives 7 paid holidays per year. The library will pay **A PORTION** of the health insurance costs for the **EMPLOYEE ONLY**. Costs for dependents are paid for by the employee. Retirement for the employee is provided by the library. The library offers optional vision, dental, life insurance and AFLAC plans at the employee's cost.

DUTIES

Branch Managers are essential contact staff for the library with our patrons. The Branch Manager establishes the environment for other staff in terms of professionalism and customer service. A pleasant, customer-oriented demeanor and an appreciation of libraries is a must.

Duties for all 30 hour Branch Managers include:

- *Greet patrons; provide assistance in selecting, locating or using library materials and equipment.
- *Perform the basic routines of the library-i.e. checking in and checking out library materials, assisting patrons with the computers, requesting materials for patrons, registering borrowers, checking overdue notices, and shelving materials.
- *Assist patrons with basic use of Internet resources and more detailed assistance with online resources provided by the library including interlibrary loan and magazine databases.

- *Collect fees for library cards, lost or damaged materials.
- *Assist patrons by retrieving materials from shelves if patrons cannot get it themselves.
- *Place all materials on shelves or other storage areas.
- *Create publications, reports and other work using library software.
- *Perform some light janitorial/building maintenance.
- *Perform general office activities including photocopying, filing, mailing, faxing, corresponding by telephone or in writing, etc.
- *Train and supervise substitute in daily routines.
- *Consult with the Programming Team regarding programming for children and adults; execute such programming.
- *Consult with the Facilities Team regarding maintenance of the branch and equipment.
- *Consult with the Collection Development Team regarding patron needs and requests.
- *Maintain a working knowledge of the policies and procedures of the library system.
- *Handle patron concerns with tact and diplomacy, making reports and referrals as necessary to the supervisor.
- *Attend in-service meetings, branch meetings, and workshops as requested by the Supervisor.
- *Troubleshoot computer equipment according to the procedures set by the library system.
- *Regular attendance as scheduled and performing tasks as assigned are essential job functions.
- *All other duties as assigned.

CONDITIONS OF EMPLOYMENT

- *Branch Managers must be able to assist patrons of varying cultures, ages, and abilities.
- *Branch Managers will be expected to work at varying paces to respond to needs of patrons.
- *Branch Managers are expected to work well with their staff to provide exemplary service to all patrons.
- *Branch Managers may encounter behavior by patrons such as viewing inappropriate images or language on the public access computers. Branch Managers are required to appropriately discipline patrons regarding infractions of library policies and procedures.

SKILLS OR KNOWLEDGE REQUIRED The person selected for this job must:

- *Be enthusiastic about working with the public and a wide variety of people.
- *Possess good language, spelling, writing and organizational skills.
- *Possess knowledge of Windows Operating System, spreadsheets, word-processing software, Internet browsers, and email.
- *Develop a high degree of accuracy and reasonable speed in shelving.
- *Develop an advanced familiarity with the library's collection of fiction, non-fiction and reference materials. Maintain understanding and appreciation of current fiction and non-fiction titles.
- *Be able to work without direct supervision.

PHYSICAL REQUIREMENTS Branch Managers must be able to :

- *Place items on shelves at ground level and up to 7 feet above ground level.
- *Maneuver items.
- *Communicate with patrons in person and on the telephone in English.
- *Spend up to 4 hours without sitting.
- *Keep building and grounds free of snow, ice, or debris when necessary.

