



Branch Manager

Classification	Branch Manager	FLSA Status	Exempt
Level	Full Time	Division	Genoa Branch Library
Reports to	Director	Schedule	TBD Weekly; 1-2 Saturdays per month; Some Evening Hours
Salary Range	\$40,000-\$50,000 annually	Date Revised	May 2023

JOB RESPONSIBILITIES

Under the general direction of the Director, the Genoa Library Branch Manager serves as the Librarian in charge of the Genoa Branch Library, providing leadership for branch staff and managing the overall service plan and operation of the agency. This includes collection development and maintenance, services and programs, customer and community relations, outreach and partnership development, and oversight of the general maintenance and security of the library building and grounds.

PRIMARY DUTIES

- Demonstrates and models excellent internal and external customer service. Maintains frequent personal presence in public areas to ensure outstanding service.
- Oversees all branch services such as reference assistance, reader's advisory, outreach, circulation, technical services, and programming.
- Responds to complaints from patrons and interprets policies and procedures.
- Hires, manages, evaluates, disciplines, and schedules employees within the branch. Oversees branch volunteers. Serves as liaison between administration and branch staff. Communicates with the Director on policy, patron, and staffing issues.
- Manages and purchases branch collections, oversees evaluation and processing of donated materials. Ensures the collection is responsive to the community's informational, recreational, and educational needs.

- Promotes community awareness of the Library and establishes effective communication with community groups, organizations, and individuals.
- Assists in preparing annual budget requests and monitors branch facility and security needs.
- Compiles monthly statistics (item circulation, computers, etc.) via Bluecloud Analytics and produces a monthly report for the Board of Trustees.
- Engages area teachers and administrative staff in their needs for library services, collection development, and programming.
- Leads adult book discussion groups and other internal programming when necessary.
- Maintains various portions of the Library website when needed.
- Updates social media when needed. Informs Programs Librarian of any updates for other library social media that pertains to the branch.
- Keeps up to date on library applications (Hoopla, Libby, etc.) and databases.
- Provides prompt, courteous and direct assistance to all patrons with basic information regarding use of library materials, equipment, and services.
- Performs circulation/reference desk duties as needed.
- Provides reader's advisory and reference services (print and online/databases) for all patrons.
- Orders supplies to maintain the offices and physical integrity of the branch.
- Sends acknowledgement to those that have made donations to the library branch.

SKILLS & ABILITIES

- Understands and follows written and oral instructions.
- Ability to communicate effectively with others, orally and in writing, including through email.
- Knowledge of library principles, methods, materials and practices and ability to interpret such to the general public.
- Honesty, integrity, ability to maintain confidentiality, and responsible stewardship of public resources.
- Critical thinking skills to be able to solve problems and make sound decisions on a daily basis.
- Ability to effectively and positively represent the library before community groups and the public.
- Organizational skills to be able to manage multiple priorities and meet deadlines.
- Interpersonal skills to work effectively with multi-level staff, patrons, and community groups.
- General knowledge of training, mentoring, and coaching techniques and principles.
- Knowledge of management principles and supervisory skills to effectively direct the activities of staff.
- Ability to perform clerical duties.
- Ability to operate all equipment connected with job duties.

- Knowledge of standard library procedures, current information technology, Internet, and database search capabilities.
- Knowledge of computers and various software.
- Ability to assist other staff in various phases of library work.
- Ability to recognize and set priorities, and to use initiative and independent judgment in a variety of situations.
- Must be able to lift, push, or carry bags of books or boxes weighing up to 20 pounds.
- Must be able to use a standing computer terminal for long periods of time.
- Must be able to drive a car and hold a valid driver's license. Mileage is reimbursed.
- Ability to attend occasional training and other library related events as assigned.
- Must be available to work a flexible schedule, including evenings and Saturdays.
- Must possess physical mobility involving bending, lifting, reading, and hearing.
- Ability to maintain a positive attitude of customer service to the public, even under trying circumstances.
- Ability to learn and stay current with emerging technology, including digital media, digital devices (ipads, smart phones, e-readers, etc.), and applications.
- Working knowledge of library related apps (Hoopla, SEO App, Libby)

EDUCATION/QUALIFICATIONS

- Bachelor's degree from accredited four year college or university is required.
- Three years of recent responsible professional management experience, including at least one year working within a library environment.
- Master's degree in library information science from an ALA accredited library school preferred, but not required.

To apply, send a letter of interest, resume, and two professional references to:

Jennifer Fording, Director
Harris-Elmore Public Library
director@harriselmorelibrary.org

Applicants will be accepted until the position is filled.