

## **Central Arkansas Library System Job Description**

Job Title: Branch/Department Manager

FLSA Status: Exempt

Revised By: Joe Hudak

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### **SUMMARY**

Under the immediate supervision of Branch Services Coordinator, a Branch/Department Manager is responsible for: 1) supervising the general operation of their location; 2) maintaining knowledge of and enforcing CALS policies and procedures (including but not limited to rules of conduct, the emergency/disaster plan, personnel, circulation and computer use by staff and public); and 3) assisting patrons in use of the full range of library services.

The variety and character of a Branch/Department Manager's duties are relative to a location size, number of employees, level of circulation and other use activities, and nature of other endeavors undertaken at the location, such as programming. Branch/Department Managers are expected to be highly knowledgeable in the operation of the circulation system and to be highly skilled in providing reader's advisory and reference assistance to patrons.

The overriding purpose of every job at CALS is to help library visitors have a positive experience each time they visit a CALS library. The most important tasks of every employee's job is to provide proactive customer service to library patrons, regardless of the patron's age, ethnicity, gender, or economic status. Branch/Department Managers are responsible for seeing that these customer service principles are practiced at their location by all employees.

Library employees are expected to be able to perform adequately in the four fundamental areas of library service: 1) Employees must have knowledge of library technology (Sierra, internet & email, the ability to assist patrons in the use of library computers and databases, as well as software provided for public use); 2) Employees must have the skills necessary to provide helpful reader's advisory; 3) Employees must have the ability to conduct an effective reference interview; and 4) Employees must have an awareness of the need for diligent, proactive customer service. A Branch/Department Manager is responsible for seeing that employees have these skills and consistently use them when dealing with patrons.

Branch/Department Managers are considered part of the middle management structure of the library system. As such, activities related to professional growth, improvement of management skills, and participation in or contributing to the activities of local, state, or national library associations (or related organizations as appropriate) are encouraged and to some degree expected by the CALS Administration. Staff members at CALS and its predecessor libraries have nearly a 100-year tradition of participation in library professional organizations, and continuation of this heritage is a goal of the Administration and the CALS Board of Trustees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

The Branch/Department Manager responsibility level assumes competency in and/or responsibility for the three responsibility levels (basic, intermediate, and advanced) which include all job tasks and duties assigned to branch employees (list attached\*). In addition, the Branch/Department Manager responsibility level includes the following:

- Dealing with any patron complaint or problem which cannot be solved by other personnel
- Interviewing, hiring, training, supervising, evaluating, disciplining, and terminating employees as necessary
- Training and supervising volunteers
- Reporting weekly schedule to supervisor
- Approving correct(ed) timesheets to Accounting/Business Office
- Preparing statistical reports and monthly reports for Administration (including trends or changes within branch service area)
- Maintaining communication with Branch Services Coordinator, Administration, and system departments regarding location issues and functions
- Monitoring security personnel needs and reporting to Branch Services Coordinator and Administration
- Participating in both short-term and long-range planning (including but not limited to services, space requirements, technology needs, and equipment) for their location based on knowledge of their service area
- Maintaining knowledge of and enforcing CALS policies and procedures
- Communicating memoranda and other changes in policy or procedure to staff
- Monitoring the maintenance of physical appearance of their branch or department (both indoors and outdoors)
- Reporting physical plant and grounds problems that are beyond the staff's ability to solve to CALS Maintenance Department (including housekeeping and maintenance problems)
- Monitoring computer operations under guidance of IT
- Maintaining equipment (e.g., televisions, laptops, karaoke machines, etc.) by making simple adjustments or reporting problems to appropriate department
- Managing Friends of CALS grant, Morris Fund monies, CALS programming grant, Foundation funds, and daily cash receipts (as appropriate)
- Managing gifts, memorials, and other donations made at the branch/department (as appropriate)
- Maintaining awareness of local media and working with Marketing and Resource Development (MRD) to promote CALS
- Maintaining contact with Friends of CALS via branch or department representative and Friends of CALS liaison in CALS when appropriate
- Managing collections including weeding, discarding, and bindery decisions
- Monitoring patron interests and making recommendations for purchase to Collection Development department
- Screening gift materials for suitability for inclusion in collections
- Serving actively on in-house committees
- Reading library literature, attending workshops/conferences/continuing education activities to keep informed of new ideas and developments in library services

- Participating in activities of library associations and other professional organizations, including presenting programs, as appropriate
- Maintaining contacts with public and private agencies, as appropriate, to facilitate the exchange of useful information to CALS; as well as facilitate and provide outreach to the community as requested and/or as contacts are made
- Standing, reaching with hands and arms, talking, and hearing; frequently required to walk
- Ability to lift up to 25 pounds and be able to move up to 50 pounds as represented by a fully-loaded book cart
- Close vision and the ability to read computer screens required, as well as identifying information on collection items
- Using computer keyboard
- Reaching lowest shelves of bookcases and the highest shelves of bookcases using a kick stool

### **SPECIALIZED DUTIES AND RESPONSIBILITIES SPECIFIC TO LOCATION**

Work with Youth Services Coordinator to support system-wide outreach, programming, and social media initiatives.

### **SUPERVISORY RESPONSIBILITIES**

Serves as Branch/Department Manager. Supervises branch/department staff and volunteers with delegation of supervisory duties as necessary. Carries out supervisory responsibilities in accordance with CALS policies and duties as necessary. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; evaluating work performance; rewarding and disciplining employees; and addressing complaints and resolving problems of both public and staff.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

Master's degree (M.A.) in Library Science or equivalent, or significant work toward that degree with intent to finish; or four-ten years related experience and/or training; or equivalent combination of education and experience.

#### **LANGUAGE SKILLS**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from employees, patrons, the press, or broadcast media. Ability to sort in alphabetic and numeric order in English.

#### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

## **TECHNOLOGY SKILLS**

Proficiency in the following technology areas:

- Computer Software: Microsoft Excel, Microsoft Word, email, calendar programs, and basic desktop publishing
- Industry Specific Software: Sierra or other library software requiring comparable skills
- Mobile Devices: Using and becoming familiar with devices and apps to teach and assist others
- Computers: Basic computer troubleshooting
- Office Equipment Use: Faxing, photocopying, scanning, cash register use, credit card terminal use, phone use
- Downloadable Resources: Using and obtaining skills to download and stream and use all downloadable library resources offered by CALS
- Continued Education: Staying current with the latest technologies in and affecting the library field

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, reach with hands and arms, and talk or hear. The employee frequently is required to walk. The employee must occasionally lift up to 25 pounds and be able to move up to 50 pounds as represented by a fully loaded book cart. Specific vision abilities required by this job include close vision and the ability to read computer screens and identifying information on collection items. Employee must be able to use computer keyboard. Employees must be able to reach lowest shelves of bookcases and the highest shelves of bookcases using a kick stool.

## **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.

The noise level in the work environment is usually moderate.

**\* Basic level responsibility duties include:** *working the circulation desk, providing readers' advisory and reference services, providing basic instruction and help to patrons using library computers and software, answering the telephone, processing book drop materials (including back-dating activities), processing daily delivery, processing daily mail, assisting with statistics gathering and reporting using the daily question log, assisting with opening/closing procedures, checking and mailing new library cards, collecting and counting in-house materials, checking shelves using IT-provided lists of in-transit, claims returned and missing items, shelving materials as needed, dealing with materials returned to branch that belong to non-CALS libraries, reading shelves, maintaining the appearance of patron computer stations and bookmark/flyer displays, and attending training and other career enhancement activities.*

**Intermediate level responsibility duties include:** *serving as liaison to community groups and schools; attending young adult and adult services training; creating/maintaining public bulletin boards; troubleshooting computers using guidelines set by IT and reporting unresolved problems to IT; conducting library tours; and assisting with preparing monthly reports regarding volunteerism and programming.*

**Advanced level responsibility duties include:** *providing or arranging programming for the branch or department; acting as a person of contact for Security for after-hours issues; supervising, training, evaluating, interviewing, and hiring, and terminating staff; scheduling meeting room use; assisting with displays; proctoring exams as convenient; Daily Statistics Recording, Timesheet Approval, Weekly Scheduling, and Daily Desk Scheduling; Holds, Serials, and A/V Management, as well as calendar production; reconciling self-service kiosks on a monthly basis; processing of new materials; facilitating and conducting outreach in and to the community; and training and supervising community service workers, and volunteers.*