

BRANCH MANAGER II

(Connell and Benton City)

SUMMARY

The Branch Manager II oversees a small library branch with limited staffing, facility complexity, and service volume, ensuring operations align with MCL's mission, budget, and policies. This role manages branch operations, collections, public services, and administrative functions while serving as the library's primary representative within the community and responsibly managing library resources.

ESSENTIAL FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Customer Service:

1. Assists customers with checking out, renewing, and returning materials, as well as registering for library cards.
2. Provides assistance with reference and reader's advisory questions, including identifying authors, series, titles, and community organizations or services.
3. Models positive customer service behaviors to maintain a welcoming environment and handles complex issues such as resolving customer concerns and behavioral matters.
4. Supports customers in navigating the Library catalog, online databases, and digital resources.
5. Helps customers use in-branch equipment, computers, and wireless internet access, including troubleshooting and guidance with internet browsing, email, and Microsoft suite programs.
6. Ensures adherence to library policies and procedures, documenting incidents as necessary.

Operations:

1. Oversees day-to-day operations of a small branch; monitoring use and wear and tear of facilities, furniture, and equipment; oversees orders all necessary supplies.
2. Ensures collections are maintained and processed including checking in items; shelving items (including shelf-reading); preparing and processing shipments; and pulling hold requests in accordance with relevant policies and procedures.
3. Submits work orders to departments for maintenance, repair, or replacement of facility elements, including furniture and equipment.
4. Performs cash handling and reconciliation, as well as day-to-day branch purchases, providing feedback on significant expenses.
5. Coordinates with departments to identify and fund branch needs; prepares budget requests and monitors branch monthly expenses related to budgeted expenditures.
6. Acts as a liaison between the branch and the building owner for facility matters and janitorial work.

7. Composes and compiles reports and updates, reviewing usage data and recommending changes to resource allocations, processes, and policies.

Programs and Outreach:

1. Coordinates, implements and evaluates programs and outreach activities within the branch service area.
2. Leads the implementation of Strategic Plan workplans; participates in planning meetings; provides feedback on workflows and practices; and carries out adjustments to improve effectiveness.
3. As representative of the library, attends, participates in, and gives presentations at community partner events and activities.
4. Builds and maintains relationships with city government, schools, local organizations (including the Friends of the Library), as well as other branches and departments within MCL.
5. As representative of the branch, attends and participates in meetings, committees, and taskforces.

SUPERVISORY RESPONSIBILITIES

Receives general direction from assigned management. May coordinate and oversee volunteer staff. Oversees a very small team (1 – 3 direct reports).

1. **Hiring & Onboarding:** Recruit, interview, and facilitate onboarding training for new library staff.
2. **Scheduling:** Develop and maintain staff schedules to ensure adequate coverage for library operations and services.
3. **Performance Management:** Prepare and conduct regular performance evaluations; set clear performance expectations; and provide regular coaching and ongoing feedback. Identify skill gaps and training opportunities related to position.
4. **Team Support & Engagement:** Foster a positive and collaborative work environment. Guide staff in delivering excellent public service and handling customer concerns. Address interpersonal or work-related conflicts in a timely and professional manner.
5. **Policy & Procedures:** Ensure staff understand and follow library policies, procedures, and best practices.
6. **Disciplinary Actions:** Address performance or behavioral issues through coaching, corrective actions, or policy enforcement.

EDUCATION AND EXPERIENCE REQUIRED

1. Associate of Arts degree from an accredited college.
2. 2-3 years of customer service experience, including public contact. One year of lead or supervisory experience desirable.
3. Or equivalent technical training, education, and/or experience.

MLIS PROVISIONS

This position will provide heightened community-based outreach, contribute to regular leadership functions and participate in staff committees and/or internal focus groups. A Branch Manager II with an

MLIS degree will be expected to serve as a subject matter expert and may be responsible for the following system-wide responsibilities:

- selection and maintenance of content,
- development of system-wide programming, and/or
- training development and presentations

COMPETENCIES

1. Current public library policies, procedures, and systems.
2. Library computer systems and applications including circulation software, the Internet, on-line databases, and email.
3. Collection management practices and procedures including analyzing usage of library collections.
4. Theory and practice of reference service, including adult and children's reference sources and electronic resources, including the Internet and database information retrieval.
5. Knowledge and support of the principles of intellectual freedom.
6. Effective programming for children, young adults, and adults.
7. Principles and practices of goal setting and project management.
8. Current office methods, equipment, practices and procedures including PC usage and familiarity with Microsoft Word, Excel, Power Point, and other personal computer applications, emailing systems, and web-based searching.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Analyzing problems, resolving problems and dealing with unique situations.
3. Using independent judgment and discretion in a wide variety of situations.
4. Effective written and verbal communications, including public speaking.
5. Typing, word processing or entering data at a speed and accuracy level necessary for successful job performance.

Ability to:

1. Gain thorough knowledge of MCL's policies, procedures and programs.
2. Represent MCL in a positive, responsive manner to the Library Board of Trustees, staff, public, volunteers, and supporters.

3. Promote a culture of belonging by supporting MCL's commitment to a Healthy Workplace.
4. Demonstrate a commitment to ALA's principles of intellectual freedom, the Library Bill Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
5. Manage all aspects of service at the assigned branch.
6. Develop and implement branch goals, objectives, programs and plans.
7. Analyze complex problems, evaluate alternatives, and implement changes.
8. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
9. Plan, organize, and direct the work of self and others.
10. Exercise initiative and independent judgment in a wide variety of situations.
11. Interpret and advocate for community interests and needs, and plan appropriate library services.
12. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
13. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
14. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
15. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.
16. Work evenings and weekends.
17. Obtain a valid Washington drivers license.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

1. Normally seated, standing or walking at will.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to resolve situations or problems.

FLSA & UNION STATUS: Non-Exempt, Union Position

WORK LOCATIONS: Connell, Benton City

GRADE: 240