



## City of Irving Job Description

### Library Branch Manager

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Library
<b>Job Code:</b>	L161	<b>Reports To (Job Title):</b>	Library Director or Designated Manager

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#### PURPOSE

To manage, direct, plan, and coordinate the activities of the branch library, including oversight of branch library facility; providing reference/information and reader advisory services for adults, teens and children; providing programs and activities for branch; developing and maintaining collections for adults, teens, and children; and providing staff assistance to the Library Director and the other departmental managers.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Provide leadership in effectuating staff contributions towards Library system goals, as well as by developing and maintaining a positive, helpful and professional approach to the overall community as well as individual library customers.
- Recommend and enforce policies and procedures for the library, interpret policies for customers and investigate complaints and recommend corrective action if needed.
- Prepare and administer the branch budget and provides input on the library system budget.
- Manage, direct, and organize branch library services and staff and supervise daily branch operation.
- Recommend the appointment of personnel to teams. Hire, train, mentor, and evaluate staff performance, recommending corrective action when necessary. Promote staff development through regular staff meetings and training opportunities.
- Provide reference/information and readers' advisory services for customers of all ages; assist customers with the use of library technology, including searching online informational databases and other authoritative resources to answer complex inquiries; and offer appropriate referrals.
- Coordinate branch collection development, including budget oversight and the selection, review, and evaluation of materials.
- Monitor physical facilities of the library; report building maintenance issues.
- Prepare and submit reports relating to branch activities, including statistical reports, timesheets, cash reports, and monthly reports.
- Network and collaborate with outreach services, educational entities, City departments, and other service agencies to promote services and activities.
- Respond to and resolve citizen inquiries and complaints.

#### OTHER DUTIES AND RESPONSIBILITIES

- Attend management meetings, participates in professional organizations and continuing education activities, and stay informed of new trends and innovations in the field of library science.
- Serve as liaison to various programs, organizations, and associations within the community.

- Occasional formal presentations to groups may be required.
- Perform related duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 4-25 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Oversight of all Branch Library expenditures.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Master's degree in Library Science from an American Library Association accredited university.

### **EXPERIENCE**

- At least four (4) years of public library experience, with one (1) year of supervisory experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid Texas driver's license, or the ability to obtain one, may be required.

### **KNOWLEDGE OF**

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods. Effectively coordinating activities involving routine to complex issues with system-wide impact.
- Standard library practices, including management, budgets, statistics, reference/information services, outreach, customer service, collection development, programming, and reader's advisory.
- Federal, state, and city laws, rules/ordinances, regulations and policies related to public libraries; library policies.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.

## **SKILLS AND ABILITIES IN**

- **Effective Supervision:** Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- **Budget Management:** Developing plans and budgets; comparing them against actual activity.
- **Service Orientation:** Actively looking for ways to help people.
- **Team Collaboration and Leadership:** Providing leadership to the branch while creating, maintaining and participating in a team-oriented approach to managing the assigned library and relating to staff throughout the library system.
- **Confidentiality:** Using discretion in staff relations by practicing methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- **Critical Thinking:** Using logic and analysis to identify the strengths and weaknesses of different approaches. This includes evaluating the cost effectiveness of problem solutions.
- **Management of Material Resources:** Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Program Assessment:** Evaluating current / potential programs for effectiveness and efficiency.
- **Complex Problem Solving:** Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **Maintaining Current Knowledge:** Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations to stay abreast of trends and news in libraries and library science, including technology, customer services, issues, and management trends.
- **Interactive Presentation:** Effectively presenting information to groups and responding to questions.
- **Prioritization:** Selecting, from multiple options, activities to achieve a goal.
- **Effective Time Management:** Managing time wisely to complete assignments on time, as well as to maximize productivity.

## **GUIDANCE RECEIVED**

### **Departmental Goals and Priorities**

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

## **CONTACTS**

Managers have frequent interaction with a broad range of people both in individual and group settings. Contacts may be within the library structure, with the general public, or with other City departments, volunteers, or organizations. Contacts are either by phone, email, or face to face. Communications frequently contain confidential/ sensitive information necessitating discretion.

## **EQUIPMENT AND PROPERTY**

In the course of work, this position operates a city car and/or personal car, as well as city/library technology, which includes multi-line telephones, PCs, multi-function copiers and/or printers, facsimile machines, and various electronic equipment. Additionally, this position may utilize calculators, cash registers, coin changers, hand tools, and/or hand trucks, etc.

## **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.\*

The employee is constantly required (for extended periods of time) to stand, walk, sit. S/he is also required to hear, push and pull light objects, and/or talk. Frequently, s/he must drive her/himself to various functions, exert up to 15 pounds of force, bend, stoop, crouch, climb, reach, stretch, and/or grasp and move objects. S/he occasionally must be able to exert up to 35 pounds of force (by pushing, pulling, lifting, or carrying), balance, keyboard/type, or kneel. In rare instances, s/he must lift or push/pull up to 50 pounds. Specific vision requirements include reading fine print on labels and in books.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

Duties are performed indoors in an office environment. Hazards may include exposure to disease/illness and angry/hostile customers. Noise levels are usually moderate.

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

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.