**Summary**

Manages operations of a small library branch by performing the following duties:

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

•Manages and performs library services activities of a branch location; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; may assign and direct staff and volunteers.

• Responds to and resolves patron complaints and concerns in a timely and courteous manner; directs patrons to the general location of library materials.

• Develops and implements goals, programs, and procedures for the branch; coordinates activities and programs with other library functions/locations.

• Performs library duties; checks items in and out; requests items for patrons; researches reference queries; issues new cards; resolves issues related to fines, returned items, etc.

• Researches potential new items for the collection; compiles and submits book orders; completes item requests.

• Composes reports of location activities, revenues, operational statistics, etc.

• Trains staff and volunteers; submits assessments of performance.

• Performs routine shelf checks to ensure continuing physical maintenance and proper location of library materials.

• Report maintenance issues to director in a timely fashion.

• Uses computer programs to create and review statistical reports on circulation data, analyze information, develop conclusions, and determine methods to improve services.

• Stays abreast of trends and innovations in the fields of technology management and administration.

• Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a team, including participation in consortium committees and meetings.

• Represents the Library with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

• Other duties as assigned

**Supervisory Responsibilities**

Directly supervises 1 to 3 employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

*Job Knowledge* - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

*Use of Technology* - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date

*Problem Solving* - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

*Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service ; responds to requests for service and assistance; meets commitments.

*Communications* - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

*Teamwork* - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

*Delegation* - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.

*Ethics* - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

*Organizational Support* - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities.

*Attendance/Punctuality* - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

*Dependability* - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

*Initiative* - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

*Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

*Quality* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

*Quantity* - Completes work in timely manner; strives to increase productivity; works quickly.

**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**

Bachelor's degree from four-year college or university; or four years related experience and/or training; or equivalent combination of education and experience.

Management experience preferred.

**Language Skills**

Ability to read and interpret documents such as policies, procedures, and instructional manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of and be proficient in Microsoft Office, Evergreen Integrated Library System, Email, and Internet Searching abilities.