



EMPLOYEE WORK PROFILE

Part 1 – Position Identification

Job title: Librarian

Work title: **Branch Manager**

Level: Employee Supervisor Manager
Employees supervised:

FLSA Status: Exempt Non-exempt Pay Band: 4

Supervisor Title: Director

Part 2 – Work Description & Performance Plan

Organization Objective: To provide customer service and access to the circulating collections and public access technology. Oversees branch operations, staff, and facility maintenance under direction of the Director.

Purpose of Position: Provide collection access by providing direct services to patrons to meet their information needs. Those services include registration, communication of established policies and procedures, interpretation of basic informational needs and application of knowledge of the collection, catalogs, and finding aids to allow patrons timely and accurate access and direction in the use of the collection. Ensures branch location has staff schedules, operates smoothly and safely, and the facility is maintained and secure.

Competencies required to successfully perform job duties:

Ability to search databases, catalogs, indexes, and reference materials. Good vocabulary for keyword searching. Excellent customer service skills. Demonstrated ability to communicate effectively orally and in writing, to interact with a diverse public on a sustained basis, to reason effectively and make decisions according to policy and procedures. Need to function as a team member.

Education, Experience, Licensure, Certification required for entry into position: Masters in Library Science or equivalent required. Circulation or reference experience in a library, museum, or archive are preferred and/or management experience.

Core Responsibilities	Measures
<p>Provides circulation services to the public.</p> <p>Percentage of total work: 50%</p>	<p>Registers patrons. Checks materials in and out for patrons. Secures patron data integrity. Assists patrons with photocopying and computer use. Receives payment for library fees. Computes and reconciles daily cash payments. Notifies patrons of holds. Maintains the organization of the circulation desk and other work areas related to patron service. Takes interlibrary loan requests.</p>
<p>Provides basic problem solving assistance to the public.</p> <p>Percentage of total work: 10%</p>	<p>Serves as the first point of contact in the Library. Provides initial guidance and direction to patrons. Interprets and analyzes basic informational needs of a diverse clientele that includes all ages and education levels and persons with limited English language skills. Knowledge and use of a variety of library resources to solve patron queries.</p>
<p>Oversees branch staff.</p> <p>Percentage of total work: 10%</p>	<p>Develops circulation desk schedules. Responsible for ensuring desk coverage. Responsible for circulation desk training in coordination with Circulation Manager. Makes decisions when customer service issues in collaboration with Circulation Manager and/or Technical Services, as needed. Ensures public areas are neat, safe, and organized.</p>
<p>Outreach and programming</p> <p>Percentage of total work: 10%</p>	<p>Develops and presents outreach activities within the library, at community events, with other nonprofits, and outdoors. Promotes library resources with presentations and visually appealing displays.</p>
<p>Technology liaison.</p> <p>Percentage of total work: 5%</p>	<p>Acts as point person with technology maintenance provider (TMP) to communicate service needs. Identifies computer, printer, and copier issues, completes services tickets, and submits to TMP. Makes recommendations for equipment needs and technology planning.</p>
<p>Provides workplace support.</p> <p>Percentage of total work: 10%</p>	<p>Assists in preparing materials for public use. Confers with other staff to interpret and clarify unusual information requests. Assists Technical Services with report generation, review, data entry, registrations, etc.</p>
<p>Identifies and makes recommendations for facility maintenance, safety, and security.</p> <p>Percentage of total work: 5%</p>	<p>Communicates with Director facility needs. Handles emergencies as needed. Operates facility within facility budget. Contacts and supervises maintenance providers (electricians, HVAC service, mowers, etc.) as needed and in consultation with and/or approval by the Director.</p>

Special Assignments	Measures
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<p>Exhibits and marketing of local resources. Personnel policy.</p>	<p>Develops engaging exhibits and recommends ways to promote use of library resources. Assists in evaluating and updating personnel policy.</p>
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Objectives	Measures
<p>Agency Values</p>	<p>Demonstrates support of the Library’s mission and vision as adopted by the Library Board. Participates in cooperative projects with other staff and volunteers. Provides courteous, timely, and accurate service to staff and patrons according to the highest professional and ethical standards. Understands and executes all Library policies.</p>
<p>Behaviorial Competencies</p>	<p>Demonstrates support and acts as a model for the Library’s Behavior Policy.</p>

Employee Development
<p>Continuing Education Goals: Takes webinars related to core duties.</p>
<p>Resource Needs</p>