



# Ozark Regional Library

## **POSITION TITLE: Branch Manager**

### **SUMMARY OF POSTION**

In consultation with administration, the Branch Manager directs and supervises the daily operations of an assigned branch library including circulation, reader's advisory, and reference services. Above all, the Branch Manager works to provide excellent and friendly customer service, and to support and promote branch programming for both children and adults. Branch Managers ensure that branch staff adheres to ORL policies and practices. They also work with the library administration on collection management and purchase requests. They are under the immediate supervision of the Circulation Librarian.

### **BASIC QUALIFICATIONS**

- Two-year Associate's Degree or Bachelor's degree from an accredited college or university preferred
- One year's experience in a position that requires minimum supervision, and six months public library experience
- Basic competence with instructional, internet and automation technologies
- Willingness to learn new skills
- Maintenance of a valid Missouri Driver's license

### **ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES**

- Thorough knowledge of library collection classification
- Up-to-date knowledge of the automated circulation system and library policies
- Knowledge of library services, technology and equipment
- Knowledge of community needs and interests in relation to library services
- Ability to interact courteously and effectively with library staff and volunteers, business contacts, local government, and the general public
- Good judgment, flexibility, creativity and sensitivity in response to changing situations and needs
- Competency to develop clear and appropriate objectives, plans and procedures
- Competency to use information to evaluate alternatives and select the most appropriate decision
- Organizational skills, accuracy, attention to detail, and consistency
- Ability to manage the cash drawer (make change, track daily expenditures and submit required reports)
- Ability to represent the library and to promote library activities and special events
- Ability to uses media, public speaking, and other social media as a means to promote and

- share information about the library
- Ability to demonstrate initiative, to solve problems, and to follow through on library tasks with minimal supervision
- Ability to effectively lead, direct and supervise volunteers
- Ability to maintain confidentiality
- Skill in effective verbal and written communications

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Supports and contributes to the overall library mission and demonstrates good judgment in the implementation of library policies
- Oversees and directs overall operations of assigned branch
- Oversees and schedules branch staff
- Performs all work in a courteous and cheerful manner
- Communicates effectively with co-workers, supervisors and branch staff
- Resolves customer service issues in a timely and consistent manner in consultation with administration
- Communicates to administration internal and external maintenance needs of the building and the grounds
- Maintains the good order of the library (shelve books, straighten library materials, dust, vacuum, push in chairs, etc.) as needed
- Packs, unpacks and puts away the delivery. Empties book drop
- Trains, supervises and schedules volunteers working in the library
- Registers patrons
- Completes, files and submits to headquarters program submittals and applications (for staff positions, volunteer service)
- Provides reference and reader's advisory guidance to patrons
- Assists patrons who need help using the online catalog or finding items on the shelves
- Places holds for patrons in person or over the phone, and promptly notifies patrons that hold items are available
- Assists patrons with downloading library e-materials
- Submits damaged library materials so that appropriate charges may be assessed / repairs made
- With the help of their supervisor, supports and promotes branch programming for both children and adults—including but not limited to author visits, book clubs, movie showings, technology classes and educational presentations and exhibits
- Creatively considers ways to enhance 'life-long learning' opportunities for their community
- Assists in introducing patrons to new technologies (software, online resources, research databases, etc.)
- Participates in professional activities and learning opportunities locally and regionally as directed
- Builds successful working relationships and partnerships with local organizations and helps to acquaint them with library resources, programs and services
- Creates displays to enhance the library experience and to promote use of library resources
- Submits updates for branch library services or events for the library's website/social media
- With the help of their supervisor, creates promotional materials
- Attends staff meetings at the main library
- Prepares and submits weekly/monthly reports (e.g. statistics, programming, financial, time sheets) to the appropriate office in a timely fashion

- Performs other duties, as assigned

### **SUPERVISION RECEIVED**

Works under the direct supervision of the Circulation Librarian and under the general supervision of the Library Director.

### **PUBLIC CONTACTS**

Continuous contacts with library personnel and the general public

### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

*The physical demands and work environment characteristics described here are representative of those an employee encounters and 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.*

Position requires frequent sitting, walking, bending, reaching, handling, grasping, talking, hearing, and repetitive motions of hands/wrists. Specific vision abilities required to do this job include close vision and the ability to adjust focus

### **Typical Needs**

- Ability to hear and speak with patrons, staff, and telephone callers
- Ability to sit for extended periods
- Ability to use keyboard and to view computer monitor for extended periods
- Ability to move and check in library materials using an automated circulation system
- Ability to travel to branch libraries
- Ability to lift and carry at least 30 pounds
- Ability to push and pull 100 pound carts

Performing the duties of this job requires the use of equipment including but not limited to: computer, telephone, copy and fax machines, microfilm/fiche reader/printer and general small office tools.

### **WORK SCHEDULE**

Hours of work are dependent on the needs of the library and may include Saturdays and some evenings.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.*