

JOHNSON COUNTY PUBLIC LIBRARY

POSITION DESCRIPTION

TITLE:	Library Branch Manager – CPB
REPORTS TO:	Assistant Director
SUPERVISES:	Circulation Manager, Librarians, Library Assistants
Salary/Benefits:	Exempt; 40-45 hrs per week; paid vacation, sick & personal leave; and paid holidays

GENERAL SUMMARY: I am responsible for the day-to-day operations of my Library branch, supervising and providing vision to the public service departments, including circulation services, adult reference, and children's services. I am responsible for training, scheduling and evaluating staff to ensure we provide the highest level of customer service. I am directly involved with all core Library services, including collection maintenance, reference services, and program development and presentation.

PRIMARY DUTIES & RESPONSIBILITIES:

- I create a courteous, welcoming environment based on JCPL's *Here to Help* customer service principles for internal and external customers.
- I manage, participate, and supervise all daily services and operations within my branch, including reference services, circulation, readers' advisory, community resource assistance, and programming.
- I supervise, motivate, and evaluate staff at my branch to ensure excellent delivery of Library services.
- I directly manage the Children & Adult Services Departments, and I hire, train, supervise and am an active member of these teams. I coordinate staff schedules, programs, outreach, and displays. I plan and present children's programs, conduct outreach, and offer reference services in the children's department to support children's informational needs and literacy development.
- I directly manage the Circulation Manager for my branch, participating in interviews and hiring decisions for this position, and assuring orientation and training for this position. I set expectations for this department, assist with resolving department issues, and recommend and evaluate objectives.
- I implement goals, objectives and activities outlined in the Library's Strategic Plan in collaboration with the Library leadership team.
- I engage my local community through meetings, programs, outreach, and special events
- I resolve issues for staff and patrons. I complete required reporting forms and notify appropriate persons.
- I create strong working relationships with other departments in the system to support cooperative efforts.

- I am responsible for establishing and maintaining good communication practices with my staff. In addition to verbal and written communication, I conduct building meetings, department meetings and individual meetings with direct reports.
- I serve on the Library's leadership team (Council & Forum) as an advocate for my branch.
- I manage the branch's materials collection with the help and guidance of the Collection Services Manager.
- I coordinate care and maintenance of the building and grounds with the Facilities team.
- I prepare recommendations and proposals for additional equipment, furniture, staffing, etc. for the branch.

-

SECONDARY DUTIES & RESPONSIBILITIES:

- I coordinate, compile and write monthly administrative reports
- I participate in JCPL committees and task forces. As a Council Member, I serve as a sponsor and/or leader of project teams
- I participate in JCPL fairs and festivals
- I attend JCPL Library Board meetings
- I perform other duties as assigned

QUALIFICATIONS:

Education and/or Experience

- Master's degree in library science from an ALA accredited institution. In-depth knowledge of library services, with focus on community engagement, customer service and collection management.
- Three years of management experience preferred, including supervising direct reports or five years of progressive levels of responsibility.

Certification

Must have qualifications to obtain a minimum of a Librarian Certification 2 (LC2) and must maintain this level of certification through achieving Library Education Units.

Knowledge, Skills, Abilities

- Knowledge of best practices, procedures, and technologies used in the delivery of library services
- Understand and endorse the Johnson County Public Library's policies and procedures
- Public service orientation and a commitment to excellent and genuine customer service
- Ability to communicate effectively regarding library projects, functions, resources, policies, and procedures. Initiates and directs group discussion in a productive manner
- Strong management skills and the ability to supervise, coach, motivate, and mentor staff to support full performance and workplace morale
- Demonstrates excellent skills in children's librarianship and management, including reference services, readers advisory, and programming
- Supports the principles of equity, diversity, and inclusion as outlined in JCPL's Diversity Statement

- Ability to make sound independent judgments in carrying out assigned duties, prioritizing responsibilities, and meeting deadlines
- Exhibits emotional intelligence and deals with people empathetically, tactfully and effectively.
- Establishes and maintains effective working relationships and works cooperatively with other staff
- Accepts and manages change. Ability to manage unexpected and emergency situations
- Displays high standards of ethical conduct, honesty, and integrity. Leads by example
- Defends intellectual freedom and patron confidentiality

PHYSICAL DEMANDS:

- Uses computer keyboard at standard workstation and 42” high
- Reads computer screens
- Reads, writes, speaks and understands the English language
- Occasionally lifts and carries up to 50 pounds
- Moves quickly into different areas of the building
- Pushes 120 pounds on book cart
- Ability to drive with own transportation or have access to other transportation
- Manual dexterity
- Reaches up to 72” and bends to floor level
- Shifts materials up to two hours (100-1000 books)
- Uses push-button telephone, knobs on equipment

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive list of duties, responsibilities, and requirements associated with the job.

Reasonable accommodation may be made to enable individuals with identified and communicated ADA disabilities to perform the essential functions of this job.

**Although employment with the Johnson County Public Library is for a particular position at a certain location, the Library reserves the right to reassign an employee based upon the needs of the library system.*