Pickerington Public Library

Position Title: Branch Manager

FLSA Status: Exempt full-time

Pay Range: Range 10

Starting Salary: $50,946 plus Benefits

Objective of the position: Oversees all aspects of branch operations; Leads and manages staff, building resources, operations and location/division initiatives in the context of the Library’s larger vision, purpose and strategic plan. Serves as a key Library point of contact for the local community and connection with key stakeholders and partners. Leads in the development, implementation and evaluation of all branch programs, outreach and services. Responsible for providing a full range of library services to customers and maintaining the branch collection. Committed to the Pickerington Public Library’s Mission to “Inspiring Knowledge, Connecting Community, Enriching Our World, Reading!”

Immediate Supervisor: Public Services Director

Date updated: June 24, 2024

Supervisory responsibilities:

- Hiring: Participate in search process and make recommendations to Human Resources in the hiring of all branch positions.
- Training: Oversee and/or conducts formal and informal training with all levels of branch staff in the provision of quality library services to customers. Recommends professional development for branch staff.
- Work Review/Revision: Assists in coordinating library services throughout the organization. Directs the work and sets priorities for all branch staff.
- Evaluation: Conduct annual evaluations of all branch staff. Sets individual performance measurements for staff and holds them accountable.
- Discipline and Counseling: Responsible for discipline and counseling of branch staff up to and including recommendation for termination.
Job Summary:

- Leads a team in the effective management of operations at local level. Handles a wide variety of strategic and operational details. Delegates tasks, responds to questions/complaints and gathers data to prepare communications and reports. Serves as location's primary contact with other Library departments.
- Proven ability to lead in ensuring that all activities and interactions adhere to library policies and align with the library's mission and vision.
- Supervises and effectively performs all aspects of branch operations.
- Develops, coaches and trains staff. Sets individual performance measurements for staff and holds them accountable while cultivating engagement and trust in an inclusive environment. Responsibilities include managing, hiring, orienting and evaluating. Models organizational values and exceptional customer service behaviors.
- Leads location’s goal setting and planning efforts to align with the strategic plan and department goals and objectives. Communicates system initiatives to staff and customers. Coordinates department goals and objectives at local level.
- Ensures that branch staff are responsive to customers in a consistent, friendly and professional manner.
- Plan, coordinate, promote and present in person and virtual youth and adult programs, displays and outreach.
- Develop and maintain library collections responsive to the community’s information, recreational, and educational needs.
- Coordinate with the Marketing Leader and Public Services Director to establish and maintain collaborations with community agencies and promote Library services through community outreach. Responsible for developing and maintaining open communications with professional and community organizations at local level.
- Ensures that the user environment is pleasant, friendly and that services meet the needs of customers.
- Solves problems at the local level and assists with problem solving at the system level.
- Supervises the daily money collection, including it’s safekeeping and delivery to bank.
- Assists in the delivery of services to the customer at all service points. Maintains personal skills and knowledge to assure quality of service in areas of library collections, technology, reference, readers’ advisory, materials handling and customer service.
- Provides excellent service to customers of all ages and backgrounds, practices positive public relations and performs duties in a friendly and courteous manner.
- Is the Person-In-Charge (PIC) at all library locations.
- Monitors facility and property issues and conditions, communicating any needs or problems to the appropriate person.
• Participate in the Central Library Consortium at appropriate level
• Cooperates with other staff, promotes teamwork, shares information and resolves conflict
• Develops library’s action list for each year with other library managers and track and update branch library statistics
• Demonstrates understanding of basic library routines and adheres to library policies and procedures
• Checks e-mail frequently and regularly attends management team meetings
• Assists in the delivery of services to the customer at all service points. Maintains personal skills to assure quality of service in areas of Library collections, technology, reference, readers’ advisory and circulation
• Attends local, state and national conferences or meetings as required
• Performs additional duties as assigned including being a project lead and/or serving on task forces, committees, etc.
• Provide Notary public services, including the notarization of documents, ensuring all legal requirements are met.

**Essential functions:**

• Ability to interpret and implement the Library’s policies and procedures in a customer-responsive manner with a commitment to excellent customer service
• Skill and ability to supervise, lead, direct, train and coach all branch staff
• Ability to plan, analyze and structure work duties and assignments to provide an efficient and effective work routine
• Able to cooperate with other staff, promote teamwork and share information
• Ability to exercise good judgment in work performance
• Ability to engage with staff, personnel from other libraries, vendors, library administrators, and customers in a courteous and thoughtful manner.
• Ability to effectively communicate both verbally and in writing
• Able to make presentations to schools and other groups
• Ability to stand and/or sit for long periods of time
• Ability to lift or push heavy objects such as boxes of books and loaded book carts
• Ability to pay attention to detail
• Ability to meet the physical demands listed
• Ability to work a flexible schedule including evenings and weekends

**Position Requirements:**

• MLS (MLIS) or MLIS from an American Library Association accredited university
- Experience training and supervising others preferred, including work delegation, scheduling, and evaluating performance
- 3 years of progressively responsible professional library experience
- Superior communication, listening and interpersonal skills
- Skill in ILS automation environment, or ability to develop that skill
- Maintains professional, businesslike behavior and appearance
- Demonstrated commitment to serving library customers and residents of the community
- Acts with the customer in mind using information gained from interacting with the customers. Meets the expectations and requirements of external and internal customers
- Must maintain insurability under the Library’s vehicle liability insurance coverage. Periodically drives to all Library locations; may travel for training and development assignments. Must have immediate access to personal vehicle. Must maintain valid driver's license and acceptable driving record. May drive PPL vehicle if called upon.
- Must successfully pass a background check

**Physical Demands:** While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands to finger, handle or feel objects, tools or controls. The employee is frequently required to reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl; and talk and hear. The employee must be able to lift up to 20 pounds and push a 50-pound cart. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Environmental factors:** indoor/outdoor – offsite

**Technology skills:** The following is the common technology used in this position and is not all inclusive.

- Microsoft Outlook, Word, Excel, PowerPoint, and other Library related software applications

**Working conditions:** Library operating/non-operating hours including evening and weekends.

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**
This job description has been approved by all levels of management:

Manager: ________________________________

HR: ________________________________

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee ________________________________ Date ____________________