

Position Overview:

Primary Location: Richmond Branch **Position Status:** Manager — Exempt
Department: Public Services **Employment Status:** Full-Time

The **Branch Services Manager** is a library leadership position that is responsible for developing and leading a team of employees in support of the library mission, with a focus on ensuring that customer service, public librarianship, circulation and branch services standards are achieved. This position requires comprehensive skills in staff development, library leadership, business planning, financial acumen and project management. Successful Branch Services Managers must demonstrate exceptional leadership skills that inspire high performing individuals and teams. Managers must be driven to serve all members of our diverse community, are inspired by books and literacy, and driven to accomplish library goals. Success is measured by effective work methods, strong team work, effective communication, and an eagerness to learn and develop essential library skills. We work together to promote literacy, provide free access to information, and enable meaningful community connections.

Essential Responsibilities:

- Ensures that library customer service standards are achieved by effectively training, coaching and supervising the performance of Branch Services teams.
- Manages the circulation of books and other library materials, ensuring that Branch Services teams complete accurate and thorough transactions and collection maintenance activities.
- Oversees and guides use of the library branch, maintaining alignment with the principles of public librarianship, safety and emergency readiness, and all library policies and procedures.
- Drives employee development and performance by setting clear expectations, providing effective job coaching, celebrating successes, and holding individuals and teams accountable for results.
- Creates staff work schedules that match library customer needs, maintaining alignment with payroll expenditure budgets and other scheduling considerations.
- Coordinates library donations, branch maintenance activities and accounting reconciliations.
- Generates excitement about books and other materials by providing reader's advisories, offering book suggestions, and ensuring free access to information.
- Manages library projects within Branch Services by clearly defining desired outcomes, deploying appropriate people and resources, monitoring progress and evaluating results.
- Works cross divisionally to effectively lead the library by acting decisively and correctly, making sound decisions, modeling desired behaviors, influencing appropriate activities, holding teams accountable and celebrating successes.
- Be reliable, provide assurance, work with empathy, and be responsive to customer needs.

Education, Experience and Skills Requirements:

- Bachelor's Degree in library science, business administration or related field is required.
- Two years of successful employment experience supervising workplace teams is required.
- Previous successful library employment experience is required.
- All public library managers must be certified through KDLA at the Paraprofessional Level within 5 years of employment.
- Available to work a flexible schedule that may include evenings, weekends and holidays.
- Ability to travel within Madison County and between library branches as needed.

NOTE: All employees of the Madison County Public Library are required to maintain the capacity to: 1) demonstrate proficiency with computers, common office software, current operating systems, emailing, and internet navigation; 2) operate basic work equipment such as print/scan/fax/copy machines, cash registers, book carts, manual tools, audio/visual equipment, and multi-line communications systems, with sufficient mobility to lift and/or handle library materials (with or without reasonable accommodations); and 3) work in a public library environment that may include the potential for exposure to possible contaminants including (but not limited to) noise, arts and crafts chemicals, ink on printed pages, dust and mold, animals, cleaning chemicals, as well as the spread of communicable disease.

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