



CLASSIFICATION	9
RANGE	\$40,480 – \$60,720
FLSA	EXEMPT
NOTICE REQUIREMENT	30 DAYS
RANDOM ALCOHOL/DRUG SCREENING REQUIREMENT	No

## Branch Manager

### Job Summary:

A Library Branch Manager directs a branch team and activities in pursuit of the Library’s mission and goals to connect people and ideas. They lead and supervise branch employees, organize and direct workflow, initiate innovative ideas, manage projects, oversee a facility, partner with local organizations, and develop collections, services and programs. With a love for people, a passion for learning, a desire to share and a zeal for challenges, they foster a positive, productive and effective environment where both employees and patrons feel valued and empowered. They provide professional and technical expertise, exercise independent judgment, find creative solutions and demonstrate high ethical standards.

### Key Responsibilities/Essential Functions:

- Strives to do the right thing, exercises good judgment and demonstrates high ethical standards
- Promotes the mission, vision and values of the County and Library
- Actively pursues and maintains respectful and effective working relationships with coworkers, patrons and community partners
- Embraces constant learning and actively pursues professional development opportunities
- Keeps abreast of current library industry and technology trends and issues
- Diligently adheres to professional standards and ethics for librarians, including confidentiality, privacy and intellectual freedom
- Actively participates in the Library’s leadership team and readily collaborates with other Library managers and staff for systemwide projects, programs or initiatives
- With the Library Director, sets the branch service plan and goals in alignment with the County’s and Library’s strategic plan and with the branch service area’s needs and aspirations
- Pursues continuous improvement and innovation, driving appropriate change and initiating effective responses to community needs and interests
- Directs and supports branch staff and volunteers in the implementation of the branch service plan and goals, and regularly solicits their feedback and ideas to better inform decisions
- Supervises branch staff, including:
  - Scheduling staff to ensure adequate coverage, including changing work shifts or requesting substitutes as needed
  - Evaluating employee performance, offering feedback and coaching on a regular basis as well as writing and delivering a formal annual evaluation
  - Delegating tasks appropriately to employees, including “stretch” assignments that build employees’ skills and engagement
  - Continuously training employees in the knowledge and skills needed to serve the public and perform work duties effectively, including periodic reviews as needed
- Participates in employee hiring, onboarding, disciplining and separation processes under the direction of the Library Director and Human Resources
- Ensures active engagement and management of branch volunteers to augment staff resources
- Verifies accuracy of and approves employee timecards and leave requests in a timely manner

- Consistently ensures compliance with County and Library policies and procedures as well as federal and state labor laws
- Regularly communicates branch activities, needs and recommendations with the Library Director
- Pursues input and permissions for proposed branch technology, resources, projects and activities from the Library Director and/or other Library staff or County departments as appropriate
- Compiles and communicates clear and accurate reports, statistics, correspondence, announcements, documentation, etc.
- Provides a proactive, friendly, welcoming experience to all staff and patrons in person or by phone, email, video conferencing or chat
- Promotes with enthusiasm the Library's resources, services, events, social media channels, etc. to the community
- Provides professional reference services to the public, including responding to general research queries and proactively instructing in information literacy skills
- Provides professional readers' advisory services to the public across all major genres and subjects, including promoting reading for leisure and education
- Serves as a primary go-to for more advanced questions regarding library resources and services, including e-books, databases and other online resources
- Offers more advanced instruction and troubleshooting assistance in technology used to access library resources and information, including patron- and library-owned mobile devices, e-readers, laptops, PCs and other relevant technology tools
- Oversees the branch's public programming for youth and adults, including inviting presenters, planning, scheduling, presenting and promoting in a variety of formats, including in-person and virtual
- Collaborates with the Children's Librarian to provide programs, services and resources to children and caregivers in a variety of formats, including in-person and virtual
- Oversees outreach activities at various community locations, including planning, scheduling, presenting and promoting
- Works with designated staff to deliver materials to homebound patrons within the branch service area, as required
- Ensures efficient and accurate circulation services, including:
  - Answering questions about, resolving issues with, creating, updating and otherwise troubleshooting or handling patron accounts
  - Serving as the primary go-to for more difficult issues with patron or item records
  - Ensuring privacy and confidentiality of library records
  - Handling and organizing physical materials, including shelving, shelf-reading, discharge, transits, missing items, holds, inventory, etc.
- Works with the Materials Manager to analyze, maintain and develop a quality branch collection, including selection and weeding according to professional collection development standards
- Oversees the accurate and efficient processing of new branch materials
- Enforces the Patron Behavior Policy to ensure appropriate patron behavior for a comfortable environment and experience, including anticipating and preventing problematic behaviors where possible and personally dealing with more escalated or difficult situations
- Maintains a strong relationship with and serves as advisor to the Friends of the Library branch chapter, including attending meetings, advocating for branch needs, communicating branch activities, and assisting with fundraisers or projects as appropriate
- Monitors the facility and furnishings for both upcoming and current repair needs, alerting Maintenance staff and/or the Library Director as appropriate
- Under the direction of the Library Director or public relations designee, oversees branch promotional efforts, including displays, flyers, media interviews, social media posts, and other publicity as required and/or appropriate
- Ensures a welcoming and professional physical environment in and around the facility, including monitoring for cleanliness, tidiness, quality signage, effective navigation, appropriate placement of furnishings, landscaping and other interior/exterior design standards

- Maintains accurate, current and transparent records of financial transactions, including collecting fines and fees, signing off P-card transactions, submitting deposits, alerting the Library Director to donations and ensuring that all invoices directed to the branch are paid or relayed to the appropriate person to be paid on time
- Oversees the approval and processing of meeting space reservation requests
- Readily performs any or all tasks of subordinates as needed, including filling vacant shifts to ensure adequate service levels when a substitute is not available
- Opens/closes branch as needed
- Initiates, builds, maintains and strengthens relationships with relevant local organizations and other County departments that align with the Library's mission and serve as effective partners in reaching the community with library services
- Regularly informs partner organizations, departments or individuals of relevant and timely library resources and services
- Serves on community boards or work groups, joins library/consortium committees and/or participates in professional organizations as appropriate
- Attends meetings, workshops, trainings, conferences, etc. as required
- Works a flexible schedule that aligns with branch needs, including evenings, weekends and/or more than 40 hours per week as needed
- Performs other related duties as assigned

#### **Job Requirements:**

- High school diploma or GED required. Master's degree in Library Science from an ALA-accredited college or university highly preferred
- Certified or eligible for certification by the Library of Virginia highly preferred
- Three (3) years of progressive professional library experience preferred
- Two (2) years of supervisory experience
- Demonstrated comprehensive knowledge of library theory and best practices
- Demonstrated understanding of library ethics, including intellectual freedom, privacy and confidentiality
- Demonstrated knowledge of current trends and developments in the library profession and services
- Demonstrated essential understanding of and/or experience with circulation services, reference and information services, collection management, community engagement, children's services, data analysis, cataloging/classification, marketing, planning and instructional design
- Demonstrated ability to make appropriate, ethical, independent and timely decisions in both routine and crisis situations
- Demonstrated ability to exercise discretion, good judgment and awareness in a wide variety of situations, including sensitivity to political and social climates and dynamics
- Demonstrated leadership skills, including employee supervision, conflict resolution, team building, discipline, coaching and people development
- Demonstrated ability to actively and positively engage with people of all demographics, backgrounds and walks of life
- Demonstrated superior customer service skills
- Demonstrated history of continuous learning, improvement and innovation
- Able to resolve problems, complaints and conflicts tactfully and professionally
- Able to function well in a noisy, chaotic environment as well as in a quiet environment
- Adaptable to performing both creative and routine tasks as needed
- Demonstrated history of working effectively with others in a team
- Able to learn new skills and concepts quickly and to resolve problems independently
- Has intermediate to advanced technology skills, including mobile devices, hardware, internet browsers and email
- Has intermediate to advanced knowledge of Windows operating system and Microsoft Office programs (Word, Excel, PowerPoint)
- Demonstrated history of both learning and teaching new technology independently and on the fly

- Able to learn and develop proficiency using library software and digital resources
- Able to follow detailed directions and instructions given verbally or in writing
- Has excellent written and verbal communication skills, including the ability to instruct and train others clearly and effectively
- Able to maintain a high level of speed and accuracy with all tasks and records
- Demonstrated history of attention to detail and of strong organizational skills
- Demonstrated ability to maintain a calm demeanor and clarity of focus in stressful situations
- Demonstrated record of reliable work attendance and punctuality
- Demonstrated good driving record
- Able to read maps and follow written and verbal geographic directions
- Able to work independently with little or no supervision
- Able to evaluate weather conditions and recommend delivery service cancelation or rescheduling as needed
- Bilingual (English and Spanish) skills preferred
- Touch typing skills preferred

**Physical Demands/Special Work Environment:**

- Sit and stand for long periods of time
- Focus for long periods of time
- Speak clearly and distinctly
- Hear and comprehend audible notifications and verbal communication
- Visual acuity to perform activities such as: driving; reading road signs; writing; preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading
- Substantial movements (motions) of the wrists, hands, and/or fingers
- Exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body
- Push book carts weighing over 100 pounds and lift boxes weighing up to 50 pounds.
- Bend, stoop and kneel to access low shelves and raise arms, lift or stand on stools or ladders to access high shelves.
- Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand as in handling.
- Able to move about often inside the office to attend meetings; access files, library materials, office machines; and to interact with library patrons.

**Reports to:** Library Director

**Supervisory Responsibility:** Library branch personnel

Botetourt County provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

*Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date