

MERIDIAN LIBRARY DISTRICT

Branch Manager



Position Summary

A Branch Manager is responsible and accountable for the budget, vision and long term planning, personnel, community engagement, and daily operations of a library branch. Branch Managers report to the Assistant Director of Branches and supervise branch library staff which may include supervisors. Remains professionally and actively engaged with community partners.

Duties and Responsibilities

Essential

Management and Supervision

The Branch Manager manages, supervises, and participates in all daily service and support operations at the library branch. Directly supervises library staff, which may include supervisors. Is responsible for the effective delivery of library services at the library branch and in the community by performing elements of staff supervision, coaching, documentation, , and coordination. The Branch Manager, in collaboration with the Assistant Director of Branches and Human Resources, is responsible for branch personnel decisions including recruitment, hiring, coaching and discipline, performance feedback and reviews, and employee training and development. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere.

Planning and Communication

The Branch Manager develops branch goals, which are in line with goals of the District. Supports clear communication between library administration, management teams, committees, and library staff. Uses principles of project management in contribution to the effective development of services and initiatives including planning, coordinating, budget and resource allocation,

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scheduling, integrating, reporting, and supervising multiple projects of varying complexity. Works closely with the Assistant Director of Branches to coordinate and conduct research that envisions long-range plans and strategies for the library branch.

Budgets and Fiscal Responsibility

The Branch Manager is responsible and accountable for maintaining assigned fiscal responsibility. Plans and creates budget and supply orders and monitors all expenses in assigned budget areas. May apply for outside grants for supplemental funding as authorized by the library administration.

Facilities

The Branch Manager ensures, and regularly evaluates, branch facilities are safe, secure, and accessible for patron and staff use. Coordinates with library administration regarding issues affecting branch facilities.

Operations and Customer Service

The Branch Manager designs innovative methods of meeting public needs drawing upon current library literature, public and community feedback, and the library's strategic plan and mission. Establishes and maintains effective working relationships with the public, library employees, volunteers, Friends of the Meridian Library District, Meridian Library Foundation, and other professional groups.

The Branch Manager develops strategies to maintain excellent customer service within the branch and across the District. Makes customer focused decisions based on library policies and procedures. Routinely researches and evaluates user experience and creates plans for implementing, developing, and improving services. Responds to escalated patron concerns regarding library services and resolves patron behavior and code of conduct violations.

Advocacy

The Branch Manager develops and maintains relationships and partnerships through active involvement in the Meridian community and library profession. Is engaged in professional activities through associations, committees, or other organizations. Works with city, school, cultural, and community groups to promote library services. Remains current on best practices and trends in the library profession. Attends and actively participates in regular library meetings and committees; routinely attends, and occasionally presents, at Library Board of Trustees meetings.

Administration

The Branch Manager prepares and ensures accurate and timely reports; records, collects and analyzes statistics, and tracks performance measures of personnel at the branch. Uses historical and predictive data to inform decisions. Stores and makes available legal and historical documents. Ensures the branch is properly stocked with office and building supplies by maintaining an accurate inventory.

Marginal

Supports branch collection development by making recommendations for purchases based on community interests and suggestions.. Responsible for appropriate and appealing collection displays of materials at the branch in accordance with library policies.

May fill in at service desks to provide customer service which include circulation, readers' advisory, and technology help.

In the absences of others, or on short notice, may be required to fill in for program delivery and execution.

Performs other duties as assigned.

Minimum Qualifications

Knowledge, Skills, and Abilities:

Demonstrated commitment to diversity, equity, and inclusion with a desire to work in a public service role.

Knowledge of managerial policies, practices and controls. Ability to provide clear and concise oral and written communication. A problem-solver with strong organizational, leadership and interpersonal skills. Proficient in event planning and project management. Able to oversee multiple large scale projects, effectively manage time and resources, and delegate tasks as necessary and enforce accountability. Ability to foster and sustain partnerships. Ability to establish, measure, and evaluate program outcomes.

Advanced understanding of public libraries and library services as well as knowledge of modern trends and best practices. The job requires persuading or gaining cooperation and acceptance of ideas and/or the resolution and negotiation of conflicts.

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Provides exemplary customer service and maintains a favorable public image of the library. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people, including volunteers and coworkers, of all ages, from diverse backgrounds. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations.

Proficient with standard office applications (including Microsoft Office and Google Workspaces), online library automation system and online searching. Understands the role of technology in providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies and support staff and patron adoption of technology.

Experience: 3-5 years of professional work experience in a library setting with at least one year of supervision.

Education: Master's in Library Science or Master's in Library Information Science from an American Library Association (ALA) accredited institution; or equivalent combination of education and experience.

Training, Licenses, or Certifications: Valid driver's license in good standing or the ability to obtain one.

Supervisory Responsibility: Supervises branch staff which may include supervisors.

Preferred Qualifications: Two or more years of supervisory experience. Bilingual, preferably Spanish-English or Russian-English.

Working Conditions

Physical Requirements: This position requires the employee to routinely sit, stand, walk, crouch or squat, and perform manual dexterity movements; constantly see, hear, listen and speak clearly; seldom kneel, climb, crawl, and balance. This position requires the employee to reach at, above, and below shoulder height; lift, carry, and grasp objects weighing 10-50 pounds and push/pull objects weighing up to 50 pounds.

Mental Requirements: This position requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic and complex math.

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Technology, Equipment, and Devices: This position requires the employee to regularly operate and exhibit proficiency with computers and commonly used office software, library systems and databases, email, and cloud environments. The job requires the employee to operate and occasionally troubleshoot general office equipment as well as various equipment including new consumer technology and an automatic material handling station (sorter). This position may require operation of a vehicle on behalf of the District.

Work Environment: This position requires the employee to be subjected to repetition, working alone, working remotely, working around others, verbal contact with others, face-to-face contact, inside and outside environments, mechanical equipment and moving objects.

Expected Hours of Work: This position requires the employee to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule is subject to change at any time at the discretion of management. May occasionally work over 40 hours per week.

Expected Travel: This position requires limited travel for training, conferences, and community or business events and occasional travel between Meridian Library District locations.

Disclaimers: The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

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