

# MERIDIAN LIBRARY DISTRICT

## Branch Supervisor



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### Position Summary

The Branch Supervisor is responsible for overseeing all public facing service points and daily operations at a library branch, ensuring excellent customer service and adequate staffing schedules. Reports to the Branch Manager and supervises library branch staff.

Supervisors at Meridian Library District actively engage in building connections with diverse community organizations and leaders to foster awareness and engagement of library services.

### Duties and Responsibilities

#### *Essential*

#### ***Supervision***

The Branch Supervisor directly supervises library staff for the execution of daily service and support operations. Is responsible for the effective delivery of library services and customer service, at the library branch and in the community, by performing elements of staff supervision, coaching, documentation, and coordination.

The Branch Supervisor, in collaboration with the Branch Manager and Human Resources, is responsible for branch personnel decisions. This includes recruitment, hiring, employee training and development, coaching and feedback, discipline, and performance reviews. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere.

#### ***Communication***

The Branch Supervisor 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. This includes planning, coordinating, scheduling, reporting, and supervising multiple projects of varying complexity.

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## ***Operations***

The Branch Supervisor supports and participates in daily library operations at the branch library, which may include events in the community. Is the acting person in charge in the absence of the Branch Manager. Schedules library branch staff to ensure coverage of public desks and service points. Leads and develops staff training. Oversees onboarding and training of library staff to ensure compliance with library policies and procedures. Monitors allocated budget and reviews purchases of supplies.

## ***Customer Service***

The Branch Supervisor is responsible for maintaining excellent customer service and ensuring their team has the training and skills necessary to support patron needs. Makes customer focused decisions based on library policies and procedures. In collaboration with the Branch Manager, routinely researches and evaluates user experience and creates plans for implementing, developing, and improving services. Responds to patron concerns regarding library services; resolves patron behavior and code of conduct violations.

## ***Advocacy***

The Branch Supervisor 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 outside of the Meridian Library District. 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 may present at, the Library Board of Trustee meetings.

## ***Records and Reporting***

The Branch Supervisor prepares and ensures accurate and timely reports as requested by the Branch Manager and library administration. Uses historical and predictive data to inform decisions. Stores and makes available legal and historical documents in accordance with library policies. Supports the Branch Manager to ensure accurate inventory of office and building supplies at the branch library.

## ***Marginal***

May be required to fill in for program delivery and execution.

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May work with and/or direct the work of volunteers in providing library services.

Performs other duties as assigned.

## **Qualifications**

### *Minimum Qualifications*

#### ***Knowledge, Skills and Abilities***

Demonstrated commitment to diversity, equity, and inclusion.

Knowledge of supervisory policies, practices, and controls. Ability to provide clear and concise oral and written communication. A problem-solver with strong organizational, leadership, and interpersonal skills. Experience with event planning and project management in libraries. 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.

Advanced understanding of public libraries and library services as well as knowledge of modern trends and practices. Experience persuading or gaining cooperation and acceptance of ideas and/or the resolution and negotiation of conflicts. Adaptable to changing structures, policies, and procedures.

Provides exemplary customer service and embodies the values of the District. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people, including volunteers and coworkers, of all ages, from diverse backgrounds. Has a desire to work in a public service role, builds and maintains working relationships with individuals at all levels of the library, and fosters positive partnerships with outside organizations.

Proficient with standard office applications (including Microsoft Office and Google Workspace), 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. Has a desire to continuously learn and develop personal skills, experience, understanding, and knowledge.

#### ***Experience***

1-3 years of professional work experience in a library setting.

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**Education**

Master of Library Science (MLS) or Master of Library and Information Science (MLIS) from an American Library Association (ALA) accredited institution, enrolled or completed; or equivalent combination of education and experience in a related field.

**Training, Licenses, or Certifications**

Valid driver's license in good standing or the ability to obtain one.

**Supervisory Responsibility**

Supervises library branch staff.

*Preferred Qualifications*

One 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, crawl, balance, twist/turn, and climb. This position also requires the employee to reach at, above, and below shoulder height; lift, carry, and grasp objects weighing 25-50 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. Requires independence in decision-making and a comfort level with autonomy.

### ***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, which may include a bookmobile or sprinter vehicle.

### ***Work Environment***

This position requires the employee to be subjected to repetition, working alone, working remotely, working around others including community partners and volunteers, verbal and face-to-face contact; inside environments; mechanical equipment and moving objects.

### ***Expected Hours and Location of Work***

This position requires the employee to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule and work location are subject to change at the discretion of management to support operational needs.

This position works a full-time schedule of 40 hours per week; may occasionally work over 40 hours based on business need.

### ***Expected Travel***

This position requires occasional travel between Meridian Library District locations and community events within the Lynx Library Consortium boundaries; limited travel for training and conferences.

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**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.

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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.