



**Mansfield/Richland County
Public Library**

Equal Opportunity Employer

**VACANCY POSTING
& JOB DESCRIPTION**

**Branch Manager
Crestview Branch
Library**

Applications can be found on our website www.mrcpl.org/about/employment/ or at any MRCPL location. Please print, complete and submit application, cover letter and current resume to any MRCPL location or to the Business Office, 43 W Third St, Mansfield OH 44902.

Applications will be accepted until 5:00 p.m. on Wednesday, November 24, 2021.

Reports to:	Regional Branch Services Coordinator	FLSA Status:	Exempt
Pay Grade:	28; \$51,168 starting salary	Location:	Crestview Branch Library

Positions Supervised: Branch Youth Services Librarian, Branch Youth Services Associate, Branch Clerks, Volunteers

POSITION SUMMARY: Under general supervision of the Regional Branch Services Coordinator, the Branch Manager is responsible for all operations at the Branch and represents the library in community activities and events.

QUALIFICATIONS:

1. MLS or MLIS from ALA-accredited university is required.
2. Two to three years' experience working in public library setting preferred
3. Experience training and supervising others, including work delegation, scheduling, and evaluating performance preferred.
4. Advanced computer skills using Microsoft Office, GSuite, internet and email
5. Ability to read, write, speak and understand English
6. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
7. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, twisting/turning and stretching to shelve materials throughout the library on shelves of varying heights from above shoulders to below knees. Engage in intermittent periods of climbing stairs, typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile or carpet. Must be able to use hands and

fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment. Occasionally required to get on hands and knees to look for materials that have fallen under the shelves or stand on stool 14 ½ inches above ground to reach upper shelves. Must also shovel snow and salt pavement as needed and pick up trash around outside of Library. May be required to climb step ladder occasionally and run vacuum as needed.

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| 8. Favorable results of pre-employment background check. |
| 9. Reliable transportation in order to meet work requirements. |
| 10. Valid vehicle operator's license with acceptable driving record and current vehicle insurance. Travel within Richland County is required. |
| 11. Required at time of hire: proof of eligibility to work in the United States. |

KNOWLEDGE, SKILLS AND ABILITIES:

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| 1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire) |
| 2. Knowledge of safe work practices and safe lifting techniques (acquired after hire) |
| 3. Knowledge of Dewey Decimal System and alphabetization principles. |
| 4. Knowledge of the principles, theories, concepts, functions and services of a public library and or library administration. |
| 5. Ability to analyze reference questions, assisting or referring customers appropriately. |
| 6. Knowledge of and ability to use the Library's circulation software (acquired after hire) |
| 7. Current knowledge of the unique makeup, opportunities and challenges of the community which the Branch serves (acquired after hire) |
| 8. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions. |
| 9. Ability to speak publicly to audiences of varying size and demographics. |
| 10. Ability to understand and follow specific instructions. |
| 11. Ability to work independently in the absence of close supervision. |
| 12. Ability to prioritize work and efficiently carry out assigned tasks and projects. |
| 13. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested. |
| 14. Skill in exhibiting an attitude of professionalism, including tact, good judgment, dependability and courtesy |
| 15. Excellent organizational skills and attention to detail and accuracy |
| 16. Experience leading and mentoring staff to adapt to change and to grow in the profession. |
| 17. Ability to provide oral and written instructions to staff clearly and concisely. |
| 18. Ability to handle multiple activities or interruptions simultaneously |
| 19. Ability to assume responsibility and demand accountability, when necessary |
| 20. Ability to plan, schedule and supervise staff and their assignments fairly and consistently |

ESSENTIAL CORE COMPETENCIES

All MRCPL employees are expected to continuously demonstrate the following:

1. Basic computer skills with demonstrable ability to use applications in Windows environment including Microsoft Office products, internet use and email
2. Ability to efficiently, effectively and positively meet the library needs of internal and external customers
3. Ability to use good judgement and common sense when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public
4. Ability to communicate effectively, both orally and in writing
5. Ability to adapt and adjust to changing situations
6. Ability to troubleshoot and correct basic technology problems
7. Awareness of community events, resources, attractions and demographics
8. Understanding of applicable local, state and federal laws and the ability to communicate this information to staff and customers and ensure the Library's compliance
9. Knowledge of and ability to use the content of the Library's website, online catalog and Integrated Library System
10. Awareness of the attributes and library needs of particular customer groups and the ability to apply that knowledge through materials, services and programming
11. Understanding and support the Library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual (Intellectual Freedom)
12. Ability to identify and prioritize work needs
13. Ability to establish and maintain effective working relationships with supervisor and other staff members and work collaboratively with others to achieve organizational goals and objectives
14. Knowledge of and compliance with the Ohio Ethics Law and the Code of Ethics and values of the Library
15. Ability to promote and support the fundamental purpose of the public library, its mission, vision, culture and structure

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Model behaviors that exemplify superior customer service.
3. Exhibit professional, courteous and approachable demeanor at all times.
4. Handle multiple interruptions at once, sustaining productivity and accuracy.
5. Supervise and adequately perform all aspects of Branch operations.
6. As the leader of the branch, consistently foster a culture of teamwork, inclusivity, creative problem solving, and openness to new ideas and change.
7. Regularly work at the public service desk, and professionally and non-judgmentally provide quick and accurate answers using appropriate reference techniques.
8. Maintain confidentiality in accordance with Library policy and Ohio law.
9. Deal tactfully and professionally with unhappy customers, resolving the customer's issues while explaining and adhering to library policy.
10. Maintain current knowledge of all library programs.

11. Monitor and evaluate the effectiveness, efficiency and quality of services, bringing recommendations to the Regional Branch Services Coordinator as appropriate.
12. Interpret Library policy and procedure to staff and public as appropriate.
13. Relay changed and new policies, procedures, services, resources, projects, etc to Branch staff.
14. Represent the Library publicly at community meetings and other activities, as directed.
15. Determine, assess and address community needs and regularly evaluate Branch services in meeting those needs, recommending change as necessary.
16. Meet and communicate frequently with the Regional Branch Services Coordinator on all issues and together set goals and develop objectives for the Branch.
17. Perform all Branch Clerk duties including circulation processes, collecting payments, shelving and retrieving materials, placing and pulling holds, registering customers for Golden Buckeye cards, etc.
18. Perform all Branch Youth Service Librarian/Associate duties, as needed. May include (but not limited to) presenting programming, visiting classes, collection development related activities.
19. Supervise staff and volunteers, planning, organizing and directing work activities, participating in hiring, conducting orientation and training, preparing performance evaluations and recommending disciplinary action if needed.
20. Regularly evaluate and identify training needs within the branch, allowing sufficient time for staff to participate in appropriate training.
21. Assume the lead role in providing reference and readers' advisory services to customers.
22. Maintain effective and productive working partnerships with schools, community groups and others in the community that the Branch serves.
23. Supervise the daily collection of money, including its safekeeping and delivery to the Business Office pursuant to library cash handling policy.
24. Work with Coordinators to offer year-round programs for all ages.
25. Consistently seek out opportunities to embed the library in the community, working with the Regional Branch Services Coordinator and Community Engagement Coordinator and community organizations to provide relevant programs and activities.
26. Monitor facility and property issues and conditions, communicating any needs or problems to the appropriate person(s).
27. Work closely with the Collection Resources Coordinator and Regional Branch Services Coordinator to manage all aspects of branch collection, identifying new and additional materials, evaluating existing materials, removing out of date or worn materials, and verifying physical labeling and catalog record accuracy.
28. Respond to alarm calls or facility emergencies, regardless of time of day or day of week.
29. Find coverage for staff absences, or fill in when subs are unavailable.
30. Clean up bodily fluids as necessary following library procedures.
31. Hold regular staff meetings and act on issues raised in such meetings in a timely manner.
32. Provide timely feedback to employees.
33. Document and handle conflict situations, including disciplinary procedures, appropriately and consistently, working in cooperation with the HR Coordinator to address and resolve such situations in a timely manner.
34. Deal quickly and appropriately with emergency situations in accordance with library policies and procedures.
35. Maintain regular and predictable attendance.

36. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values.
2. Create opportunities and coordinate training and supervision for Branch Volunteers and students.
3. Attend and actively participate in Branch Manager and Leadership Team meetings.
4. Work Sunday rotation when scheduled.
5. Collaborate with the Regional Branch Services Coordinator and the Community Engagement Coordinator to monitor and evaluate branch web pages for accuracy and appropriate and current content.
6. Engage actively in professional development and monitor changes in the profession through meetings, professional association membership and activities and professional reading.
7. Provide statistics, reports and project results, as requested.
8. Attend Staff Development Day, and additional workshops and seminars as assigned.
9. Perform additional tasks as required by the upward chain of command, which moves from the Branch Manager to the Regional Branch Services Coordinator to the Director.