

Job Title:	Senior Manager, Branch Services	Job Code:	SRMANBS
Category:	NBU	Level:	Manager III
Salary Grade:	NBU5	FLSA Status:	Exempt
Department:	TBD	Location:	Main Library
Reports to:	Senior Director, Public Services		
Supervisory:	Yes	Date:	3/2022

Job Summary

The Senior Manager of Branch Services supports the Senior Director of Public Services in overseeing the Branch Manager team and is responsible for consistent implementation of patron services throughout the system. This position enhances the core work of circulation and programming by developing and implementing individualized services that meet the needs and interests of our community. Supervises 4-6 Branch Managers and all Substitute Clerks.

Essential Functions

Branches

- Oversees the successful operation of assigned branches through supervision and advisory of Branch Managers
- Assesses patron needs, evaluates services, and updates current or develops new services as needed

Systemwide Patron Services

- Oversees development and implementation of specialized 1:1 Patron Services including Passports, Notary, Job Search, and Reader’s Advisory
- Collaborates with Communications Department to develop and maintain public communication and promotion of services
- Coordinates system-wide services and information distribution provided by outside organizations, such as tax assistance programs and community partners
- Manages policies and procedures related to meeting room use and appointment scheduling

Patron Experience

- Develops, implements, and evaluates patron service initiatives and training in Public Service departments
- Assists Senior Director of Public Services in developing and implementing patron feedback data related to services
- Oversees the routing of incoming calls and manages relationship with third party call center

Supervises Substitute Staffing Pool for Public Service Locations

- Ensures the pool has adequate staff to meet system needs
- Supervises substitute staff
- Monitors, balances, and evaluates sub usage across the branches.

Security

- Manages relationship with the contracted security firm providing the system's security guard service to ensure appropriate guard coverage across locations and service hours
- Leads the Security Resource Team; ensures prompt and appropriate actions are taken in response to security incidents; informs appropriate parties of suspensions or other actions taken
- Maintains incident database
- Facilitates reinstatement meetings as needed and makes recommendations to the Security Resource Team

Staff Supervision

- Interviews, selects, onboards, instructs, cross-trains, and supervises department staff
- Sets performance measures, provides regular feedback, and holds staff accountable
- Interprets, explains, and upholds adherence to organizational policies, processes, and standard operating procedures
- Delegates and monitors special projects
- Ensures staffing levels support operating hours and functional needs of the Library

Other Functions

- Engages in professional development to maintain skills and knowledge of emerging ideas and practices
- Monitors current library and literacy trends with an eye toward continuously improving library programs and services
- Represents the Library at community meetings
- Other duties as assigned

Qualifications

Education and Experience

- Master's degree in Library Science
- Minimum 7 years' library experience
- Minimum 5 years' supervisory experience in a public library environment
- Vendor management experience a plus
- Experience working in a union environment is preferred

Core Competencies

- | | | |
|--------------------|----------------------|-------------------|
| • Adaptability | • Dependability | • Job Knowledge |
| • Communication | • Ethics & Integrity | • Quality of Work |
| • Customer Service | • Initiative | • Teamwork |

Knowledge, Skills, Abilities

- Demonstrated ability to manage projects
- Knowledge of professional library theories, issues, and trends as well as familiarity with library professional publications and the literature of librarianship
- Knowledge of the principles and practices of public library operation; library materials selection, organization, and access; and American Library Association (ALA) professional ethics
- Proven ability to successfully plan, develop, implement new procedures on a systemwide basis
- Proficiency with an Integrated Library System (ILS)
- Basic proficiency in Microsoft Word, Excel

Working Conditions and Physical Requirements

- This job operates in a professional office environment with exposure to central climate control, overhead lighting, and low-to-moderate noise levels.
- While performing the duties of this job, the employee is regularly required to speak and hear, sit for extended periods of time, stand, walk, bend, stoop, use hands and fingers to perform repetitive motions, and reach with hands and arms, and to lift, push, or pull objects weighing up to 15 pounds. It requires the ability to use standard office equipment including computers.
- Some travel by personal automobile for branch visits and frequent off-site meetings in various settings may occur. Occasional overnight travel may be required.
- Working hours vary based on community service event schedules and when the Library is open to the public. May include evenings and weekends.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by an individual working in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.