



Job Description

Head of Branch Services Head of Miller

Department: Branch Services
Reports To: Library Director
Job Classification: Full-Time, Regular, Exempt, Salary Range \$20.51-\$32.82/hour

Job Summary: The Head of Branch Services/Head of Miller oversees the Buckeye Lake, Hebron, Johnstown, and Utica Branch Libraries in addition to the Miller Library, ensuring programs and services are in accordance with Library policy and procedures

Mission: We will serve our community by providing fun and educational experiences through our customer-focused staff and technology. The Head of Branch Services/Head of Miller supports that mission by ensuring that the Library services provided at the Buckeye Lake, Hebron, Johnstown and Utica Branches are constantly and consistently meeting the needs of their respective communities.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library patrons, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external stakeholders. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- Master's degree from an American Library Association accredited library school.
- Four years professional library experience, including demonstrated ability and aptitude toward staff supervision, or an equivalent combination of appropriate education, experience, and training.
- Ability to provide own transportation when participating in off-site Library business and activities.
- Must successfully pass a background check.

Minimum Knowledge, Skills, Abilities, and Other Characteristics

- Ability to lead, supervise, and motivate employees.
- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.

- Stay abreast of emerging technologies and media trends and embrace innovation and experimentation with technology related tools.
- Maintain an awareness of developments in the field of public library service.
- Strong verbal, written, and telephone skills.
- Ability to establish and maintain effective relationships with patrons, staff, and the general public.
- Keyboarding, filing, basic math, and alphabetizing skills.
- Ability to operate Library computer terminal and other equipment.
- Ability to follow verbal and written instructions.
- Ability to perform several tasks simultaneously and under pressure.
- Ability to work independently and with a team.
- Ability to organize and prioritize Branch Services staff workload.
- Knowledge of and willingness to follow and enforce Library policies, procedures, and techniques.
- Ability to maintain confidentiality of information handled.
- Ability to recognize and respond to potential dangers to patrons and staff.
- Knowledge of and ability to communicate library policies, procedures, and techniques to the public, media and others.
- Knowledge of library materials, services, and programs.
- Knowledge of and ability to perform duties of the Branch Assistant and Page.
- Ability to administer a budget.
- Flexibility in scheduling in regards to lunch breaks and length of work day.
- Ability to perform the physical activities associated with this job.

Essential Duties as Head of Branch Services

- Participate in Library System long-range planning, goal-setting, collection development, and development and implementation of policies and procedures.
- Compile information and statistics and prepare and submit reports to Director.
- Participate in department staff hiring, evaluation, and train staff how to perform duties according to standardized procedures and follow and implement Library policy.
- Prepare work, approve vacation schedules, and verify staff payroll time sheets.
- Inform Branch Services staff of Library policies and procedures, provide direction, and problem-solving.
- Prepare marketing materials as they relate to the department programs and services (i.e. flyers, press releases).
- Evaluate equipment, furniture, materials, services, programs, and procedures at branches and recommend purchases and changes to the Director.
- Serve as liaison between Director and branch libraries.
- Assist Branch Supervisors resolve building problems.
- Address patron complaints and concerns at branches.
- Ensure branch libraries are pleasant and inviting.
- Communicate collection development needs to collection development staff at Main Library or Branch Supervisors.
- Monitor publicity for branches.
- Examine and select materials for relocation, repair, or withdrawal from branches and supervise organization of material collections at branches.
- Decide disbursement of donated books and withdrawn materials.
- All other duties as needed or as assigned.

Essential Duties as Miller Branch Supervisor

- Perform circulation and clerical duties as necessary for excellent customer service.
- Supervise opening and closing of the Library, ensuring lights and equipment turned on/off, money from fines and fees recorded and secured, and Library locked.
- Address patron complaints and concerns.
- Instruct and assist patrons in how to operate Public Access Catalog terminal and other Library equipment.
- Track and order supplies, including state and federal forms for patrons during tax season.
- Assemble completed voter registration forms and give to Van Driver for delivery to Board of Elections.
- Oversee building and grounds maintenance and repair.

- Evaluate Miller Branch materials, equipment, services, and procedures, and recommend purchases and changes.
- Compile information and statistics, prepare, and submit Library activity and financial reports.
- Supervise organization of collection in Miller Branch Library.
- Examine and select materials for relocation, repair, or withdrawal from circulation.
- Ensure staff duties are performed properly and in a timely manner.
- Delegate tasks among staff members.
- Participate in Miller Branch Library staff hiring and evaluation, and train staff in how to perform duties according to standardized procedures and follow and implement Library policy.
- Prepare work schedules, approve vacation time, and verify staff payroll time sheets.
- Supervise planning and presentation of Library programs.
- Provide reference and reader's advisory services.
- Serve as liaison between community and Library System by staying abreast of community developments, activities, and needs as related to Library services.
- Publicize Miller Branch Library activities in local media.
- Ensure Library environment is pleasant and inviting.
- Providing exemplary customer service to patrons by answering directional and reference questions, providing reader's advisory services, locating materials, processing hold requests, and monitoring behavior of library.
- All other duties as needed or assigned.

Additional Duties

- May organize and edit system-wide Library newsletter.
- May solicit funds from outside sources for Library programs.
- May notify utility companies and vendors/service companies for equipment problems.
- May supervise Miller Branch Library participation in Licking County Juvenile Court Youth Responsibility Project and other social service projects by scheduling simple maintenance and shelving duties for program participants, providing guidance, and submitting progress reports.
- May attend library continuing education activities and/or represent Library at conferences and area events.
- May represent the library at community outreach events such as parades, festivals, etc.

JOB TITLE: Head of Branch Services/Miller Branch Manager

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Revised: June 1, 2012

Board Approved: September 7, 2012

I understand and will effectively perform the duties & requirements specified in this job description.

Employee

Date