

Department: Library System

Job title:	<i>Assistant Branch Manager</i>
Reports to:	<i>Branch Manager</i>

Job purpose

The Assistant Branch Manager provides administrative, collection development, programming, research and technical assistance to the Branch Manager by assisting in library operations, and managing the library in the absence of the Branch Manager.

Duties and responsibilities

I. Administration and Leadership

- A. Assists the Branch Manager with the formulation and administration of branch goals, policies, and procedures which includes goal setting for the collections, and educational related activities.

The librarian will be able to:

- A. Assist in all library operations, including: lock/unlock the building; open/close the building, empty the book drop and prepare daily/weekly deposits.
- B. Supervise part-time staff members in absence of Branch Manager.
- C. Maintain staff time cards and schedules in absence of Branch Manager.
- D. Notify appropriate staff members and administration in cases of emergency.
- E. Follow county and system policies and procedures.

II. Customer Service

- A. The Assistant Branch Manager is on the frontline to greet a diverse community of patrons, with diverse needs and capabilities and to answer their questions.
- B. The Assistant Branch Manager assists the Branch Manager and Director of Branch Services in the planning and monitoring of branch operations and customer service.

- C. The Assistant Branch Manager assists in resolving customer service concerns and complaints.

The librarian will be able to:

- A. Maintain patron confidentiality.
- B. Interact with people of varying personalities and ages in a variety of situations.
- C. Greets library users, and answers phones.
- D. Provides users with information about the availability and use of library services.
- E. Handle public inquiries.
- F. Deal effectively and courteously with the public through oral and written mediums.

III. Collection Development

- A. Is able to select and order books
- B. Works with the Director of Branch Services and Technical Services Department to provide feedback on collections in the Branch Libraries.

IV. Programming

- A. The Assistant Branch Manager works with the Outreach Services & Marketing Librarian to promote library programs and services within the community.
- B. The Assistant Branch Manager assists with library programming.

The librarian will be able to:

Assist with the development and implementation of Programming.

V. Technology

- A. Attends to public use of equipment, including but not limited to: adding paper to fax machine and copier, assists library users with operating various equipment, contacts Tech Services at Headquarter Library regarding equipment malfunction.
- B. Uses library automated circulation system to circulate materials, process hold requests, register/update patron accounts, collect fines/fees, and evaluate circulation requests and reports.
- C. Creates professional documents and performs clerical duties as assigned by supervisor.

Performs a wide range of clerical, public contact and administrative duties.

The librarian will be able to:

- A. Possesses up-to-date computer and technology skills necessary for effective communications and presentations.
- B. Acquires familiarity with emerging technological trends and tools.
- C. Performs activities involved in retrieval of overdue materials.
- D. Applies technological skills to provide reference services and programs for patrons and their families.
- E. Supports access to Internet and electronic resources for patrons.

VI. Professional Development

Keeps informed of developments and participates in activities of professional and community organizations.

Other duties as assigned.

Qualifications

High School Diploma.

Working conditions

PCLS is a busy, vibrant library whose patrons represent a socially, culturally, and economically diverse community. Duties are performed both indoors in an office environment and outside. Hazards are considered minor and controllable, but may include exposure to human error. The Assistant Branch Manager must have a heart for serving the public.

Physical requirements

Duties require extended periods of standing, walking, sitting, and talking or hearing. Duties require occasional periods of climbing or balancing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Weights up to 50 pounds are encountered. Vision requirements include close vision and ability to adjust focus. Must be able to read and balance a drawer. The noise level is usually moderate.

Direct reports

Outreach Services & Marketing Librarian, Technical Services Librarian, Technical Services Clerk(s), Genealogist, Assistant Genealogist, Interlibrary Loan Librarian, Children's Librarian, Teen Librarian, and Clerks.

Approved by:	<i>Signature of the person with the authority to approve the job description</i>
Date approved:	<i>11/20/2013</i>
Reviewed &/or Revised:	<i>01/30/2019</i>

Note: All job description should be reviewed &/or revised annually and updated as often as necessary.