Job Description

**Job Title: POCLD - Branch Manager**  
**Location: Calispel Valley, Ione, Metaline Falls or Newport**   
**Supervisor:** Director of Library Services

**Salary Range:** $16.95 to $22.65 per hour (non-exempt) or

$21.60 to $28.90 per hour (non-exempt) with MLS

**Summary** Under the general supervision of the Director, manages the day-to-day operation of a POCLD Branch. Responsible for creating a climate of friendly and efficient customer service. Manages activities of the library relating to programming, collection maintenance, and circulation. Performs outreach in the community.

**Essential Duties and Responsibilities include the following**. Other duties may be assigned.

**Circulation**

Process incoming and outgoing materials from CIN libraries and the POCLD courier each week. Responsible for monies from patrons and fundraising activities.

Monitors allocated branch funds.

Responsible for compiling statistics for reports.

Resolve all in-depth patron account issues, problems with holds, POCLD discrepancies and CIN patron issues.

Responds to customer concerns.

Follows CIN policies and procedures.

Assists patrons in finding information, resources and materials in the library, online and accessing specific databases.

Maintains confidentiality of all patron records and transactions.

**Collection Development and Cataloging**

Responsible for acquisition, de-selection, and systematic removal of library materials.

Refers errors in ILS records, as discovered, to Collections Specialist.

**Technical**

Assists patrons in use of computers, mobile devices, printing, word processing, faxing and other specialized equipment.

Ability to assist patrons with digital and social media formats.

Handles software or hardware questions and computer troubleshooting.

**Programs and Community Development**

Plans, prepares, promotes and delivers programs to patrons in a variety of settings.

Works with Friends of the Library groups to promote library services and fundraise for branch. Participates in community outreach and initiates/oversees partnerships with local educational, nonprofit and business entities.

Advocate the Library’s role within the community through individual, group settings, meetings, and programs.

Develops programs that align with Library’s strategic plan; seeks opportunities to deliver on the strategic plan goals for outreach and community engagement.

Identifies opportunities from emerging community trends.

Represents the Library on community advisory boards and at other community engagement opportunities.

Plans and executes the branch summer reading program.

Promotes library programs with flyers, brochures, and updates program calendar.

**Facilities Maintenance**

Follows established opening and closing procedures of library facility.

Monitors branch supplies and requests needed items in a timely manner.

Oversee the maintenance, safety and security of the branch.  
Coordinates with facilities contractors, as needed.

**Supervisory Responsibilities**

Assists with monitoring, delegating and the timely completion of tasks for library support staff and assists in recruiting, training, and retention of staff and volunteers.

Responsible for support staff evaluations at specific locations.

Supervises library to minimize threats and ensure patron and staff safety at all times.

Implements, monitors and reports results of strategic initiatives developed by the district to facilitate library wide improvements.

**Competencies**   
To perform the job successfully, an individual should demonstrate the following competencies and must be able to perform each essential duty satisfactorily.

* Knowledge of library reference, bibliographic sources of information and collection development
* Pursue personal professional development, training and educational opportunities
* Ability to effectively use current library software, databases and cooperative systems
* Ability to manage projects from planning, implementation to completion
* Ability to provide excellent customer service
* Ability to communicate effectively and respond promptly to emails, phone calls, and requests for services and information.
* Ability to work well with others, resolve conflicts and foster a collaborative team environment
* Ability to identify needs and provide recommendations for implementing and improving branch operations
* Demonstrates ethical behavior; practices and models good work habits daily
* Ability to adapt to a changing work environment; prioritize work activities, delegate tasks, and ensure project completion
* Adhere and enforces district policies, procedures and safety guidelines
* Knowledge of common computer/mobile devices, applications, and digital formats. Extensive use of computer keyboard and terminal required.
* Ability to troubleshoot technology issues on mobile devices, tablets, computers
* Ability to keep up with emerging technologies and trends in libraries
* Ability to work varied schedules, including evenings and Saturdays
* Requires use of a personal vehicle with a valid driver's license and proof of current liability insurance.

**Minimum Qualifications**

Required  
  
3 years of public service or customer service experience.  
Bachelor's Degree (if hired after 2018)

Preferred  
  
Masters' Degree in Library Science from an ALA accredited program.  
One year customer service experience in a library setting.  
  
The District may accept an equivalent combination of education and experience in lieu of the above requirements.

US citizenship or documentation of eligibility for this position on US Immigration and Naturalization Form I-9, prior to beginning employment.

**Physical Demands**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to climb or balance. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

**Work Environment**

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.