

Yakima Valley Libraries Assistant Branch Manager FLSA: Non-Exempt

Job Purpose and Summary

Assists with planning, organizing and managing a large branch library in accordance with the mission, budget, policies and procedures of the Yakima Valley Libraries; provides circulation, reference, and readers' advisory services to the public; performs a variety of administrative and technical tasks related to library services; serves as library liaison to the community and demonstrates good stewardship of library resources under the guidance of the Managing Librarian. A large-sized library requires coordination of: a large collection of materials, advanced reference services, covers an extensive circulation range, has a high level of community outreach and programming responsibilities, and is responsible for supervision of at least six staff members. Will uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

Supervision Received and Exercised

Receives general direction from assigned management. Exercises direct supervision over paraprofessional, clerical, and volunteer staff.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves customers without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges customer's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with customers, and verifies that customer's needs are met.
2. Recommends and drafts operating procedures and practices for review by Managing Librarian. Assists in the implementation, maintenance, and monitoring of said procedures and practices to help insure efficient, effective and accountable service to library customers and safe operation and maximum utilization of the library facilities, equipment, and collection.
3. Works with Managing Librarian, other members of management, and staff to plan and develop library services, project staffing needs, make recommendations for

- budget requests based on branch or department needs, and evaluate best ways to meet library customer needs.
4. Assists in the direction of and provides reference and readers' advisory services.
 5. Assists in the direction of the circulation and library materials handling functions to ensure that materials move efficiently through the branch and the entire library system and that library policies and procedures are adhered to. Explains policies and procedures to library customers and staff and resolves related questions and concerns.
 6. Assists Managing Librarian in the maintenance of the collection of library materials to meet needs of library customers. Accomplishes regular rotations and weeding of collection in accordance with established policies and procedures.
 7. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
 8. Assists in the selection, training, and motivation of personnel within assigned area. Under direction of Managing Librarian: works with employees to correct deficiencies; assists in the resolution of a wide range of routine and non-routine personnel issues and difficult situations; assists in the implementation of discipline and termination procedures in coordination with the appropriate management staff.
 9. Supervises and provides oversight to assigned personnel to ensure that branch library services and collections meet objectives of the strategic plan. Along with Managing Librarian, develops branch objectives and monitors progress and adjusts work plans as appropriate. In conjunction with Managing Librarian, develops recommended draft updates to policies and procedures and implements current policy and procedure.
 10. Provides observations and input to the Managing Librarian for performance appraisals of branch staff. May complete draft performance appraisals for submittal to Managing Librarian.
 11. Along with Managing Librarian, coordinates needed maintenance with Facilities. Ensures that the building is opened and closed on time. Along with department specialists, ensures that staff has the equipment and supplies necessary to perform their duties, such as library cards, registration forms, routing slips, etc.
 12. Assists Managing Librarian with overall programming efforts within branch. Works with branch employees and others within library system to develop, conduct, and support programming, promotions, tours, book talks, and other activities for children, teens, and adults; contributes ideas and feedback on such events; and ensures that required staffing for events is scheduled.

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13. In cooperation with Managing Librarian, evaluates operations and activities of the branch; recommends improvements and modifications; prepares various reports on operations and activities.
14. Along with Managing Librarian, acts as liaison with the local community, organizations, and school district; cultivates and maintains good relationships; ensures that community groups are kept informed of library programs and services; coordinates branch publicity and merchandizing with other appropriate management staff. Keeps other departments, managers, and Library Director informed of activities.
15. Works with Managing Librarian to plan and assist with regular staff meetings.
16. Conducts research, procedural, and administrative studies and prepares reports, recommending solutions or courses of action relating to implementation of projects and programs in conjunction with Managing Librarian and within District guidelines.
17. Assists in ensuring compliance with all applicable Federal, State, and Local laws, regulations, and ordinances as well as all Library System policies and procedures.
18. Coordinates the provision of library services with other library managers and staff and performs services in person, by telephone, by mail and electronically, as required.
19. Attends meetings and participates in professional associations and activities as assigned; reads professional journals and publications; reviews current information and trends in public library services.
20. Under fills for any branch staff position as needed.
21. Performs other duties as assigned.

Qualifications

1. Master of Library and Information Science degree and/or equivalent State of Washington Librarian certificate.
2. Two years of library work experience desirable.
3. One year of supervisory experience.
4. A valid Washington driver's license.

Knowledge of:

1. Current public library policies, procedures, and systems.
2. Principles and practices of supervision.
3. Library computer systems and applications including circulation software, the Internet, on-line databases, and email.
4. Theory and practice of reference service, including adult, teen and children's reference sources and electronic resources, including the Internet and database information retrieval.
5. Theory and practice of readers' advisory service, including ability to recommend titles to adults, teens, and children.
6. Knowledge and support of the principles of intellectual freedom.
7. Effective programming for children, teens, and adults.
8. Principles and practices of goal setting and project management.
9. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing, spreadsheet, other office productivity software, and other personal computer applications, emailing systems, and web-based searching.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Analyzing problems, resolving problems and dealing with unique situations.
3. Using independent judgment and discretion in a wide variety of situations.
4. Effective written and verbal communications, including public speaking.
5. Keyboarding, word processing or entering data at a speed and accuracy level necessary for successful job performance.

Ability to:

1. Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs.
2. Represent Yakima Valley Libraries in a positive, responsive manner to the Library Board of Trustees, staff, public, volunteers, and supporters.
3. Manage all aspects of service at the assigned branch.
4. Develop and implement branch goals, objectives, programs and plans.
5. Supervise employees.
6. Analyze complex problems, evaluate alternatives, and implement changes.
7. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
8. Plan, organize, and direct the work of self and others.
9. Exercise initiative and independent judgment in a wide variety of situations.
10. Interpret community interests and needs, and plan appropriate library services.
11. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
12. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
13. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
14. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.
15. Work evenings and weekends.
16. Obtain and maintain a valid Washington driver's license.
17. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

1. Normally seated, standing or walking at will.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems.
6. Works a varied work schedule that includes evenings, weekends, and other hours as determined by the needs of the branch.

Signature

Date