



HUMAN RESOURCES

POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

Job Title: **Regional Branch Manager**
Location: Riverside
Reports To: Associate Director
Last Revision Date: 9/2017

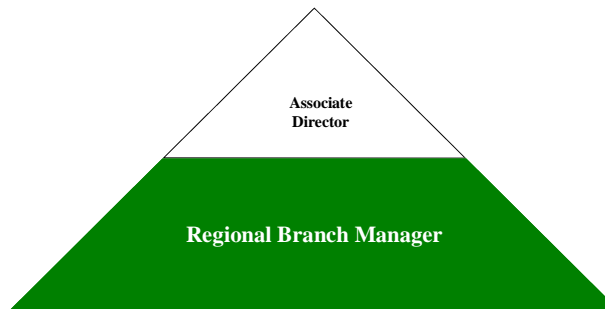
PURPOSE

The Regional Branch Manager is responsible to plan, implement and provide all the public service functions and to oversee daily operations at multiple library locations including a joint public/school branch, 2 small community branches and a mobile library.

NATURE & SCOPE

This position's primary responsibilities will be generally diversified and complex activities to include supervision and serving as a resource for branch and mobile library staff. Exercises a high degree of independence with infrequent/indirect supervision to meet system goals and service needs. Maintains relationships and effective communication with outside sources and contacts. Work will be broad in scope and require initiative and the ability to identify potential problems and conduct research to determine/recommend solutions as well as analysis and planning.

ORGANIZATION PLACEMENT DIAGRAM



QUALIFICATION GUIDELINES

| Education | Experience |
|--|---|
| Essential | |
| Master's Degree in Library Science awarded by ALA accredited institution | Two (2) or more years of professional librarian experience Two (2) or more years of direct supervisory experience Working knowledge of Microsoft Windows (XP preferred) and other office software |
| Preferred | |
| | Collection Management experience SIRSI circulation software experience Programming experience Work that involved interactions with teens |
| Ability to: | |

- Communicate orally and in writing and maintain operating knowledge of related equipment and software.
- Work cooperatively and effectively with staff, patrons, and contacts.
- Possess/provide documentation of valid driver's license and acceptable driving record.
- Demonstrate analytical skills necessary to analyze and interpret information, establish facts, draw valid conclusions, develop and implement responsible strategies.
- Convey ideas, information, and training through public presentation, verbal and written communication.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Essential job functions are subject to modification



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Demonstrate good balance of management and technical experience, with leadership skills to find cost-effective, reasonable solutions to issues facing the department and library as a whole, and provide mentoring to all department staff. Meet a flexible work schedule including evenings and weekends and available on-call for emergencies by telephone and/or cell phone.

PRIMARY ACCOUNTABILITIES

- Works actively to promote and meet customer service expectations established within the Library system
- Plans, implements, evaluates and monitors services and daily operations at the assigned branches and mobile library and takes necessary action for improvement
- Oversees public service functions at the assigned branches including staff scheduling, shelving, stack maintenance, circulation, meeting room use, displays, and programming; and facilities functions including reporting janitorial, maintenance and security needs
- Oversees public services functions at the mobile library including staff and stop scheduling, shelving, stack maintenance, circulation, displays, programming and outreach activities; and oversees vehicle maintenance and repair functions
- Selects, evaluates, trains, and supervises reporting staff following established guidelines. Ensures teamwork and commitment to excellence in providing consistent and high quality services and compliance with standards, practices, and policies.
- Develops and documents effective and efficient operational procedures and practices for the branches and mobile library within established system guidelines
- Works and observes at the circulation desk and on the mobile library on a regular basis to answer standard reference questions, provide reader's advisory information and monitor customer service and needs; and demonstrates and troubleshoots the use of equipment, PCs and related software as needed
- Acts as a resource for staff at the branches and mobile library on circulation functions and on library policies and procedures
- Participates in the development, documentation and communication of public service related policies, procedures and guidelines with system wide application
- Interprets and explains policies to public and staff
- Supports Library management policies
- Assists in the development and implementation of policies, procedures and guidelines and marketing for the system
- Maintains relationships and effective communication with public and private organizations in the branch service areas that further KCPL's mission
- Maintains relationships and effective communication with facility partners and school personnel(including the librarian/media specialist, teachers, school administrators and support staff) related to the joint public/school branch that further KCPL's mission and maintenance/security at the facility
- Promotes awareness of available library services to the public and staff in the branch service area
- Oversees use of volunteers at the assigned branches and mobile library
- Compiles and analyzes data/surveys, prepares reports and procedures, and summarizes branch and mobile library activities monthly or as assigned
- Keeps abreast of technological changes and utilizes the equipment and resources available
- Participates in the development of long and short-term plans for the branches, the mobile library and the system
- Researches and resolves issues as appropriate, uses available resources to evaluate complex problems for solution; escalates as appropriate
- Maintains branch and mobile library collections through regular evaluation and weeding following established schedule and guidelines; and recommendations for additional and replacement titles as needed
- Plans, implements, presents and/or coordinates programs and classes for the public at the branches

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- Ensures the efficient and effective use and safety and security of the facilities and grounds (Ex: Participates in furniture/equipment inventory and purchase recommendations; Participates in physical layout of services, equipment, collection and furnishings including remodeling and new building projects; Reports maintenance and cleaning needs; Identifies and follows up on safety/security issues; Maintains appropriate key distribution; Responds to emergencies)
- Conducts regular staff meetings to enhance communication, resolve concerns and meet training needs
- Supports and participates in system-wide library activities, meetings and teams by preparing and following requests submitted from the coordinator of each service and as assigned
- Proposes, expends and monitors branch budget as assigned
- Serves as liaison between branch advisory boards and Library Director
- Carries out any other duties within the scope, spirit and purpose of the job

ESSENTIAL ABILITIES

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, vendors, employees, and general public.
- Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports, requests for proposals, specifications and related materials in both electronic and hard copy form.
- Ability to regularly ascend or descend a series of stairs or several tiers of stairs frequently throughout the workday.
- Ability to regularly lift, move or carry computer and hardware equipment.
- Ability to work a flexible schedule, to include after-hours with resulting return to duty.
- Ability to travel to and from various locations.
- Ability to learn and carry out the primary accountabilities of the assigned position.
- Ability to maintain body equilibrium to prevent falling when walking, standing, or crouching.
- Ability to effectively communicate in writing and orally on job progress, personnel management, and other overall assignments and responsibilities.
- Ability to comprehend and sustain fundamental principles of library services, to include open access to library materials and privacy rights of patrons.

All positions at the KCPL require criminal background check.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform primary accountabilities of this job. This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.



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