

ASSISTANT BRANCH MANAGER (LARGE BRANCH)

JOB SUMMARY

As part of the Bossier Parish Libraries team, the Assistant Branch Manager is responsible for assisting the Branch Manager in all operations of the large branch. This position directly performs managerial duties related to personnel and library operations only in the absence of the Branch Manager. Areas of responsibility include assisting in managing and coordinating operations of the Circulation, Adult, and Youth Services areas, training and developing staff, marketing collections and services, ensuring the delivery of quality library materials and services to the public, creating and implementing public programming and managing general/routine branch related facility/security issues.

ESSENTIAL JOB FUNCTIONS

1. LEADERSHIP AND MANAGEMENT

- a. Assists in leading and empowering employees to deliver effective, high-quality library service
- b. Assists with resolving a wide range of issues and difficult situations
- c. Exercises critical thinking to assist Branch Manager with making decisions regarding library operation, collection management, and patron and staff issues
- d. Assists in interview process and selection of branch staff
- e. Assists with setting long- and short-range goals and objectives for the branch
- f. Assists Branch Manager with scheduling, training, working with staff to correct deficiencies, corrective action and completing performance evaluations

2. PUBLIC SERVICES

- a. Understands and performs the operations of the library's integrated library system (ILS)
- b. Assists in working with the Community Engagement Department to define and implement outreach services for the library community to increase use of the library services and to reach underserved populations
- c. Assists in designing, implementing and sponsoring library programs that offer information, special skills or entertainment for all age groups
- d. Demonstrates strong reader's advisory skills
- e. Assists patrons in use of the library's public computers and print and digital collection
- f. Provides library services over the telephone and in person, to both patrons and staff
- g. Assists in building and maintaining a collection of resources in many formats based on a determination of community needs
- h. Demonstrates the impact and value of the library to the community through ongoing evaluation and assessment of library services
- i. Promotes the library in the community with excellent communication and presentation skills

3. COMMUNICATION AND INTERPERSONAL

- a. Communicates competently with the public from diverse backgrounds
- b. Communicates effectively using both oral and written methods
- c. Develops and maintains positive and respectful relationships with staff and public
- d. Works effectively in teams with strong team building skills
- e. Applies effective strategies to manage organizational politics, conflict and difficult staff behaviors

4. OTHER RESPONSIBILITIES

- a. Understands and acts in accordance with the basic values, ethics, policies, and procedures of library
- b. Pursues professional development and continuing education opportunities
- c. Keeps informed about issues, services, emerging technologies, research and innovations related to libraries and relates these ideas, procedures, or projects to the library's mission
- d. Assists with tracking of branch statistics

- e. Answers the telephone and appropriately relays messages as needed
- f. Tactfully handles issues with disruptive patrons and responds appropriately to situations without direct supervision
- g. Creates a welcoming and user-friendly physical environment that encourages all community members to use library services
- h. Performs opening and/or closing procedures
- i. Participates in staff meetings and training
- j. Other duties as assigned by manager(s)

5. JOB STANDARDS

- a. Has professional commitment to develop high quality and high impact public library services, which promote individual and community success
- b. Demonstrates collaborative, straight-forward, team-oriented leadership and management methods
- c. Has ability to work from a team approach by building and maintaining effective and professional working relationships with all staff
- d. Models a positive, friendly and cooperative attitude to staff and public
- e. Anticipates and adapts to changes and challenges effectively
- f. Promotes a positive library image in the community
- g. Performs job in keeping with the policies and procedures of the Bossier Parish Police Jury and Bossier Parish Libraries
- h. Reports to work on time in accordance with assigned schedule and maintains a dependable attendance record
- i. Has ability to follow detailed oral and written directions
- j. Has ability to receive constructive criticism in an effort to improve job performance
- k. Has ability to operate general office equipment
- l. Has ability to lift and move heavy objects, stoop, bend, move books, and sit or stand for prolonged periods of time
- m. Has ability to perform essential job functions with or without accommodations and with minimal supervision

QUALIFICATIONS

1. Completion of high school or equivalent; *Central only*: Master of Library Science from an ALA-accredited institution
2. Must have at least one year of experience at a library, preferably in a supervisory capacity and/or within a public library setting; *Central only*: must have 1-2 years of experience at a library with increasingly responsible experience as a professional librarian
3. Must have strong computer and research skills
4. Ability to plan, organize, and prioritize work, based on patron demand, in order to accomplish quality work in an effective and efficient manner
5. Good problem-solving skills; ability to think around problems and come up with creative solutions
6. Ability to handle a constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. This person may be requested to perform job-related responsibilities and tasks other than those stated in this job description. It also does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Administrative Use Only	
Title	Assistant Branch Manager (Large Branch)
Location	Public Services – Aulds, Benton, Central, East 80, Haughton
Immediate Manager	Branch Manager
Schedule	Monday – Friday, 8 am – 5 pm (40 hrs.); evenings/weekend if needed
FLSA status	Non-exempt; Central only: Exempt
Last revised	February 2021

I HAVE RECEIVED A COPY OF MY JOB DESCRIPTION AND UNDERSTAND THE ESSENTIAL JOB FUNCTIONS.

PRINTED NAME

SIGNATURE

DATE

BOSSIER PARISH LIBRARIES IS AN EQUAL OPPORTUNITY EMPLOYER. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.