



If you're looking for an opportunity to generate change and transform lives in a unique community, love the vibe of a neighborhood branch library, and enjoy working with people, this job may be for you!

**VIGO COUNTY PUBLIC LIBRARY
JOB VACANCY ANNOUNCEMENT
FULL-TIME BRANCH MANAGER**

OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES

Application review will continue until the position is filled.

Applicants whose qualifications best match the requirements of this position will be contacted for an interview.

Posting Date: April 20, 2023

BRANCH MANAGER: Opening for a full time 40 hours per week non-exempt position in the West Branch Library of the Vigo County Public Library (VCPL).

GENERAL DESCRIPTION: The **West Branch Manager** is responsible for the overall management and development of the branch library and staff ensuring that customers experience quality library services, and that staff are prepared to deliver such service. This includes managing and supervising day-to-day branch operations; ensuring that the facility and premises are a properly maintained and welcoming environment; developing and implementing branch operational and strategic goals; ensuring documentation for branch procedures and protocols is current and accurate; and actively participating in staff development to support and promote proficiencies.

The **West Branch Manager** also oversees and participates in the development and implementation of programs and events that cultivate interest within the community and, as the representative for VCPL in the branch community, build community relationships that promote awareness of library services and foster collaboration. Branch Managers provide branch and system-wide leadership through professional management strategies, team building, and collaborative efforts in support of the goals and objectives of the VCPL.

JOB FUNCTIONS:

Core Essential Functions:

- Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.
- Establish an aware, approachable, and proactive service presence acknowledging customers with eye contact, a greeting, and an offer of assistance.
- Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- Interpret and provide guidance on library policy and procedure to library customers.
- Address customer behaviors that do not align with VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- Maintain confidentiality and privacy of library customer information and transactions.
- Provide oversight and direction for your department in accordance with VCPL's policies and procedures.
- Establish and maintain a comprehensive level of knowledge of the functions, operations, and mission of your department.
- Lead staff to meet VCPL's expectations for productivity, quality, and goal accomplishment.
- Serve as a role model that encourages accountability, integrity, constructive engagement, and teamwork.

- Establish and maintain transparent, interactive, and effective communication to facilitate department operations.

Essential Functions Performed Daily:

- Manage and participate in the day-to-day operations and workflows of branch staff including, but not limited to:
 - Maintain staff work schedules and perform timely review and maintenance of staff electronic time keeping processes including processing leave requests and verifying accuracy of timecard hours.
 - Schedule adequate staff coverage for service desk and various other branch activities including daily holds processing, materials routing, and shelf maintenance and shelving activities. Participate in regularly scheduled desk coverage and other daily processes as needed.
 - Provide reference and reader's advisory services to customers of all ages.
 - Assist with customer services such as public computer use and circulation activities such as checking items out/in, borrower registration, customer account issues, and customer charges or payments.
 - Communicate with customers regarding library policy and procedure. Ensure that staff are aware of and understand library policies and procedures and provide guidance on policy interpretation and implementation in daily operations.
- Communicate with customers via mail, email, and telephone regarding services, inquiries, and or issues.
- Provide leadership and foster a team environment supporting collective staff engagement in branch operations and collaborative development of new and or improved services and programming.
- Model workplace behaviors that support and promote good customer service experiences, effective problem solving, and constructive interpersonal communication strategies.
- Demonstrate a regular and reliable level of attendance at the workplace.

Essential Functions Performed Frequently

- Establish and maintain procedures and guidelines that instruct and support staff in effectively and independently conducting routine operations.
- Develop workflow guidelines and delegate appropriate authority for staff to handle routine operations.
- Perform designated collection development activities including collection building, weeding, and collection evaluation based on guidelines established in collaboration with Collection Development Librarians, user needs, and physical space allocation for the branch.
- Ensure ILS circulation processes, RFID gates, and staff and public computer workstations are functioning properly; troubleshoot and communicate with Systems personnel regarding issues with equipment, software, or branch wide area network.
- Work closely with the Facilities Manager and Maintenance Team to oversee building maintenance operations to provide a safe and attractive environment; advise your Division Director regarding issues, concerns, and considerations for improvements.
- Assume responsibility for petty cash, prepare financial reports, and order branch supplies.
- Promptly address and resolve customer problems and concerns in consultation with your Division Director.

Essential Functions Performed Regularly:

- Conduct routine branch meetings to track progress towards branch goals, program updates, and staff needs.
- Plan and participate in community events to promote library resources, services, and learning opportunities.
- Pursue information about technology and service trends to develop innovative methods of providing customer service based on forthcoming technology and user needs.
- Work with your Division Director and the Public Relations Team to develop and maintain branch marketing strategies such as:
 - Highlighting on library social media channels the branch resources and services that meet customer needs, promote library services, and encourage community engagement.

- Ensuring VCPL website content relevant to branch information is accurate and current - provide Public Relations with updates as appropriate.
 - Coordinating and submitting content about branch for inclusion in VCPL monthly electronic newsletter.
- Develop branch operational and strategic goals relevant to community needs, available staff resources and skill sets, and branch operations. Review and analyze branch circulation and usage reports, conduct customer surveys, and provide feedback to your Division Director on analysis and resulting strategic and operational goals development.
- Work in conjunction with your Division Director to pursue grants and perform grant writing for additional funding to support the goals and objectives of the VCPL.
- Prepare monthly report for Library Board that summarizes branch activities as well as compiled monthly statistics such as online and in-person reference interactions, program attendance, etc.

Essential Functions Performed Periodically:

- Conduct Performance Reviews for branch staff annually and as needed; provide regular performance feedback to branch staff.
- Work with HR regarding employee counseling needs and performance improvement plans.
- Work in conjunction with HR regarding staff candidate interviews and staff selection process for the branch.
- Collaborate with larger VCPL management team to explore new services or improve existing ones; attend monthly manager meetings.
- Develop budget requests for upcoming fiscal year; review personnel budget requirements and align budget with service needs/responsibilities.
- Prepare and conduct presentations for the Library Board periodically.
- Attend continuing education workshops, conferences, and seminars as required to continue Indiana Librarian Certification.
- Perform routine library operations at the branch, and main library as needed; other duties as assigned.

PHYSICAL AND COGNITIVE REQUIREMENTS:

- Ability to read, write and understand written and verbal instructions.
- Ability to effectively communicate with others.
- High degree of mental acuity, attention to details, and verbal communication skills.
- Ability to effectively prioritize and organize workflow.
- Ability to utilize computer keyboard, mouse, and monitor; or use of modifying/adaptive devices or equipment with equivalent outcomes.
- Ability to file alphabetic and numerical systems.
- Ability to remain in a stationary position for long periods of time and traverse from one interior/exterior location to another.
- Ability to reach floor level and heights up to six feet.
- Ability to move items ranging from 10-25 pounds.
- Ability to move carts from 25-75 pounds.

WORK SCHEDULE: 40 hours per week work schedule which is generally Mon and Wed 11:00 AM-8:00 PM, Tues, Thurs, and Fri 9:00 AM-6:00PM. Requires schedule flexibility to meet branch needs and associated program and community event participation which includes some weekend hours.

QUALIFICATIONS:

- ALA accredited MLS Degree preferred; must be able to obtain Indiana Librarian Certification at the Department and Branch Head Level of LC4 or higher (Requires 75 LEUs per 5-year certification period).
- Three or more years of professional experience required, preferably in a public library setting.
- Supervisory and/or management/administrative experience preferred.
- Strong knowledge of basic reference sources required.
- Prior experience with the development and implementation of programming for customers of all ages is highly desirable.

- Experience in providing instruction in group or individual settings, including the use of technology in an educational or library setting is highly desirable.
- Ability to conduct public speaking and programs required.
- Strong computer and information technology skills required.
- Ability to evaluate and adjust quickly to a changing work environment including changes in technology.
- Ability to manage concurrent multiple priorities and tasks calmly and competently.
- Demonstrated excellent written and oral communication skills required.
- Strong commitment to institutional and community service required.
- Ability to create and edit written materials required.
- Ability to work independently and maintain efficient workflow required.
- Ability to be available and represent VCPL during evenings and weekends for community events, programs, professional meetings, etc.
- Requires ability to maintain a regular and reliable level of attendance at the workplace.
- Ability to provide strong leadership and interact as a team member in a multicultural environment required.
- High degree of resourcefulness, tact, patience and demonstrated good judgment required.
- Strong interpersonal skills and the ability to work effectively with a wide range of people in a diverse community.
- Ability to conduct public speaking and programs required.
- Ability to maintain confidential information required.
- Prior experience in and enthusiasm in working for the public desired.
- Ability to project friendliness, enthusiasm, and positivity required.
- Ability to apply constructive redirection when customer behavior does not align with the VCPL Rights and Responsibilities.

WAGE: Job Class 3, full-time non-exempt position starting rate of pay is \$22.9351 per hour, equivalent to an annualized wage of \$47,705.06 DOQ (approximately \$1,834.81 bi-weekly in 2023, based on two 40-hour workweeks).

BENEFITS: Optional participation in the Anthem Blue Cross Blue Shield PPO Health Plan or High Deductible Health Plan with HSA, Anthem Blue View Vision Insurance, and Guardian Dental insurance (Through September 30, 2023 employee contributes \$162.66 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or \$24.22 per month for single employee coverage participation in HDHP with HSA/Vision/Dental plans); paid Life Insurance; paid Long Term Disability Insurance; 100% paid participation in Indiana Public Retirement System; eligible for 12 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day for every active month of employment. Tuition reimbursement is available to VCPL employees in accordance with the VCPL Staff Development policy.

APPLICATION

Preferred methods of application: 1) Visit <https://vigolibrary.org/about-2/careers/> to download the VCPL employment application form. Email the completed form along with cover letter and resume to application@vigolibrary.org; or 2) submit application materials online at www.indeed.com.

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Vigo County Public Library is an E-Verify Employer.

***Current VCPL employees who wish to apply for this position must complete a VCPL employment application form and submit it with a cover letter and resume to Human Resources.**

The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, gender identity or expression, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.

Human Resources, Vigo County Public Library