

LIBRARY BRANCH MANAGER

Recruitment #1706-4782-001

List Type	Original
Requesting Department	LIBRARY
Open Date	6/16/2017 12:18:00 PM
Filing Deadline	7/7/2017 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

The Milwaukee Public Library offers a dynamic, innovative work environment where each employee contributes to making the Library the best Third Place possible. Inspiration starts here – we help people read, learn, and connect!

PURPOSE

Under the general direction of the Public Services Area Manager, a Library Branch Manager serves as Librarian-in-Charge of a branch library, providing leadership for Branch staff and managing the overall service plan and operation of the agency, which includes collection development and maintenance, services and programs, customer and community relations, outreach and partnership development, and oversight of the general maintenance and security of the library building and grounds. With experience, a Library Branch Manager may be assigned to manage a second branch.

ESSENTIAL FUNCTIONS

- Directs and works with staff to provide relevant library services to the residents living in the service area, including overseeing reference and readers' advisory service to users and providing guidance on materials, including books, audiovisual materials, computerized databases, and programs.
- Initiates contacts in the community and works with community organizations in library-connected programs; forms partnerships with neighborhood organizations and businesses for the enrichment of the communities that the library serves.
- Represents the library in community organizations; speaks at meetings; and appraises community leaders of library resources and services. Adjusts collection offerings and creates programming in response to neighborhood needs and evolving community conditions.

- Develops and directs librarians, interns, Library Reference Assistants, and Library Youth Educators who perform reference, bibliographic, community work, programming, and other services, by holding regular staff meetings, setting goals, planning and developing performance standards, and assisting staff in reaching performance standards.
- Through the Branch Library Services Assistant, supervises clerical staff, which includes scheduling, assigning duties, records keeping, managing workflow and materials handling, and evaluating performance.
- Provides local leadership on the interpretation and implementation of general MPL policy with branch staff through various communication tools and staff meetings.
- Applies library policies to specific library situations and consults with Administration on possible policy improvements.
- Supervises expenditures of book funds allotted to the branch library, prepares budget requests, and may oversee the execution of grant contracts.
- Supervises maintenance of operations records; writes annual, monthly, and special reports.
- Responds to complaints from patrons and interprets policies and procedures. Makes recommendations for disciplinary action and assesses security issues for immediate resolution or escalation to the MPL security team and executives.
- Reads reviews of materials, as applied to the neighborhood served.
- Works with staff and system selectors to assure appropriate and well-balanced collections.
- Promotes use of the library and its collections.
- Participates in library-sponsored TV and radio presentations. Writes bibliographic articles as required.
- Plans and presents programs on a variety of subjects of community interest.
- Contributes to social media about library activities.
- Serves on system-wide committees; interprets needs of branch library; and supervises preservation of library property.
- Takes an active part in professional association activities and keeps abreast of library literature.
- Follows and enforces safe work procedures.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Master's degree in library science or library information science from an ALA-accredited library school.
2. Five years of recent (*within eight years*), progressively responsible professional librarian experience, including three years working within a library environment.

IMPORTANT NOTE: *College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached*

will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Spanish language skills.
- Previous experience in a lead worker or supervisory role.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of modern library organization, procedures, policies, mission, goals, services, and trends.
- Knowledge of the effective usage of various types of social media.
- Knowledge of computers, online catalogs, databases, networks, the Internet, and their applications for library use.
- Knowledge of automated circulation and registration procedures.
- Knowledge of management principles and supervisory skills to effectively direct the activities of staff.
- Knowledge of customer service best practices and the ability to incorporate them into branch operations.
- Knowledge of training, mentoring, and coaching techniques and principles.
- Knowledge of budgeting processes to oversee expenditures and prepare budget requests.
- Ability to read and interpret a wide variety of job related documents.
- Written communications skills to be able to write reports, social media posts, and branch policies and procedures.
- Oral communications skills necessary to make presentations, participate in television and radio programs, and conduct formal library programs.
- Interpersonal skills to work effectively with multi-level staff, patrons, and community group members from all socioeconomic, educational, literacy, and cultural backgrounds.
- Community outreach skills to be able to build relationships with community partners.
- Organizational skills to be able to manage multiple priorities and meet deadlines in a busy public library.
- Critical thinking skills to be able to solve problems and make sound decisions on a daily basis.
- Ability to effectively and positively represent the library before community groups and the public, consistent with the library's vision, mission, and strategic plan.
- Honesty, integrity, ability to maintain confidentiality, and responsible stewardship of City resources.

CURRENT SALARY

The current salary range (Pay Range 1EX) for City of Milwaukee residents is \$58,462-\$81,844 annually, and the non-resident salary range is \$57,028-\$79,836. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations and the Milwaukee Public Library reserve the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Friday, July 7, 2017**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.