

City of Somerville, Massachusetts
Job Description

Position Title:	Manager of Branch Services	Grade Level:	NU07
Department:	Library	Date:	02/08/21
Reports to:	Director of Libraries	FLSA Status:	Exempt

Statement of Duties

The Manager of Branch Services is a leadership position that reports to the Director of Libraries and oversees the daily operation of our newly renovated, historic West Branch Library. This position manages, assists, and supports branch supervisors within Somerville’s public library system; and coordinates the training of branch employees, assists branch supervisors with daily operational needs, develops goals, and seeks to implement new initiatives that will enhance library services and patron experiences for branch library users. This position develops programs and oversees collection development for adults of all ages at the West Branch, serves as a liaison for programs and collections at library branches, and is responsible for budget and programmatic buildout of additional temporary branch location services.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Support the mission of the Somerville Public Library and its strategic plan by developing, executing, and evaluating annual action plans
- Direct all activities and supervise staff assigned to West Branch
- Prepare staff schedules and work assignments at West Branch, ensuring that desk coverage is adequate and is assigned in the best interest of library service needs
- Serve as liaison for branch managers submitting staff schedules and work assignments
- Aid in the recruitment of new branch staff, serve on relevant search committees as requested, and train new branch staff members, acquainting them with branch routines, and library policies and procedures
- Provide exceptional and engaging service to the public, and ensure library staff offer the highest quality assistance to library users
- Resolve patron complaints and issues related to library branches
- Supervise the planning of programming for branch library users of all ages
- Contribute to the development of programs for adults of all ages
- Oversee the planning and implementation of exhibits at branch libraries
- Oversee the marketing and publicity of West Branch programs, services, exhibits, and collections; work collaboratively to publicize branch events and services both in print and online; contribute high quality content to the library’s social media platforms and website
- Foster good public relations with other agencies, organizations, and businesses in the West Branch community by participating in community events; and appearing on television, radio, and social media
- Oversee branch budget expenditures; seek funding opportunities to expand branch programs and services

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- Select materials for West Branch collection of interest to adults of all ages
- Oversee maintenance of branch collections so that they reflect the needs of the community, are update to date, varied in format, effectively promoted, and anticipate patron needs and expectations
- Perform reader's advisory, and information and referral services for patrons
- Perform functions related to circulation, including checkouts, check-ins, reserves, renewals, fine assessment and collection, compilation of statistics, and interchange
- Instruct and assist patrons in the use of the online catalog, e-resources, and other patron technology
- Oversee the conditions of the West Branch building and report needed maintenance and repairs. Ensure cleanliness and good order of both public and staff areas
- Assist branch supervisors with building concerns and needs
- Function as a member of the library leadership team, attending municipal and library department meetings as is necessary and helpful
- Assist Library Administration in responding to labor grievances at Step 1
- Work with the Library Administration to develop labor strategies, proposals, and strategic plans for library-related labor matters with Personnel and the Law Department
- Work with the Library Administration and Personnel on sensitive library personnel matters with a high level of discretion, including workplace accommodations, hiring, promotions
- Under direction of the Library Director contribute to the development of and review library policies and procedures
- Prepare necessary reports
- Troubleshoot equipment problems as needed
- Operate audio-visual equipment as necessary
- Attend professional meetings and serve on committees that support the mission of the Library and Minuteman Library Network.
- Follow trends and best practices in public librarianship; attend workshops, webinars, conferences, and other forms of professional development
- Any other duties required for the good of the West Branch or the Library

Supervision Required

Under administrative direction, the employee works from municipal policies and objectives; individually establishes short and long-range plans and objectives, City performance standards and assumes direct accountability for department results. Consults with supervisor where clarification, interpretation, or exception to municipal policy may be required. The employee exercises control in the development of departmental policies, goals, objectives, and budgets. The employee is also expected to resolve conflicts and coordinate with others as necessary.

Supervisory Responsibility

Employee is accountable for the direction and success of programs accomplished through others. The manager is responsible for analyzing program objectives, determining the various work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the library's objectives; and recommending new goals. The manager typically formulates or recommends program goals and develops plans for achieving short and long-range objectives;

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determines organizational structure operating guidelines and work operations; formulates, prepares and defends budget and staffing requests and accounts for effective use of funds and staff provided; coordinates program efforts within the unit and with other departments; delegates authority to subordinate supervisors and holds them responsible for the performance of their unit's work; reviews work in terms of accomplishment of program objectives and progress reports, approves standards establishing quality and quantity of work; and assists the personnel function, including or effectively recommending hiring, training and disciplining of employees.

Accountability

Duties include department level responsibility for technical processes, service delivery, and contribution to municipal wide plans and objectives and fiscal responsibility for the department including buildings, equipment and staffing utilization. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and/or legal repercussions to the municipality, the public or employee.

Judgment

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Nature and Purpose of Personal Contacts

Duties involve constant interaction with co-workers, the general public, groups, and/or individuals such as civic leaders, peers from other organizations, representatives of professional organizations and the news media. The employee serves as a recognized authority of the organization in matters of considerable importance, including departmental practices, procedures, regulations or guidelines. Employee is required to discuss controversial matters where tact is required to avoid friction and to obtain cooperation.

Confidentiality

Employee has regular access at the departmental level to a wide variety of confidential information, including personnel records.

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Recommended Minimum Qualifications

Education and Experience: A master's degree (MLA) from an ALA-accredited graduate school of library and information science, and a minimum of 3-5 years of progressively responsible professional library work, including supervisory experience. Public library experience preferred. In exceptional instances, specialized education, training, and/or experience may be substituted for part of the educational requirement.

Bi-lingual or multilingual ability in Spanish, Portuguese, Haitian-Creole and/or Nepali is desirable.

Knowledge, Abilities and Skill

Knowledge: Knowledge of standard public library procedures, current information technology, Integrated Library Systems (ILS), Internet and database search capabilities. Knowledge of popular adult materials; thorough knowledge of borrower/circulation services.

Abilities: Ability to interpret community needs and interests and to translate them into relevant library service; ability to evaluate staff, set goals with staff, implement progressive disciplinary action when needed, motivate staff, maintain morale, provide direction, and support organizational goals; ability to manage professional and paraprofessional staff, both full time and part time, in a fast-paced service area; ability to work courteously and professionally with diverse populations, neighborhood organizations, and businesses. Ability to communicate effectively, courteously, and professionally with the public of all ages and backgrounds; ability to handle multiple activities and interruptions at once; ability to remain calm and clear-headed, especially in emergency situations; ability to organize work, set priorities, use time effectively, work independently, and meet deadlines; ability to provide excellent oral and written communication skills; ability to prepare and execute effective written reports and presentations; ability to problem solve. Ability to research and evaluate Library procedures, policies, services, collections and programs; ability to manage change and demonstrate flexibility in emergency staffing and other work situations.

Skill: High degree of management skills, communication skills, as well as leadership skills, including building shared vision and motivating others to perform to the best of their abilities. Demonstrated project management skills. Data processing skill in the use of personal computers and office software, including word processing, database and spreadsheet applications in support of department operations. The position requires analytical skills to understand structure and improve processes, as well as time management and individual/team organizational skills.

Work Environment

The work environment involves everyday discomforts typical of offices or libraries, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours to attend evening meetings.

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Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential function.

Physical Skills

Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional pulling, bending, lifting, carrying and shelving of objects such as books, office equipment and library (up to 40 lbs.).

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

Visual Skills

Visual demands include constantly reading documents in print and on the computer, for general understanding and for analytical purposes.