

Henry County Library System

Job Title: Assistant Branch Manager

FLSA: Non-Exempt

JOB SUMMARY:

Under the supervision of the Branch Manager, aids patrons in finding materials to meet their information and recreation needs. Performs circulation and patron registration tasks. Serves as Assistant to the Branch Manager for branch operation. Other duties as required.

ESSENTIAL DUTIES:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- In the absence of the Branch Manager, serves as point of contact for all concerns for both patrons and staff: attempts to resolve any issues that may arise, including building Maintenance issues that may affect the operation of the branch.
- Assists patrons in use of computerized catalog, helps them locate desired materials. Maintains material on the shelves in proper order.
- Does reference work of considerable difficulty. Assists/instructs patrons in their use of indices, online databases, and other specialized reference tools.
- Assists patrons with the use of photocopiers, microform reader-printer, Internet computers, printing documents, and other digital devices for research, downloading eBooks, eAudio, etc.
- Checks materials in and out to patrons, places holds on materials, receives fines and other monies. Registers patrons for borrower's cards, and enters such information into the database.
- Helps maintain order in the facility. Answers phone calls and directs such to the proper person.
- Monitors computer and/or Internet use, checking for Internet waivers as needed.
- Alerts the Assistant Director for Collection Development of needed materials for possible purchase.
- Conducts library tours for school groups, scout troops, etc.
- Aids in the System's public relations efforts. May give talks to civic clubs, schools, etc.
- Attends monthly Branch Managers meetings and relays pertinent information to the Branch staff.

REQUIRED KNOWLEDGE AND SKILLS:

- Excellent verbal and written communication skills
- Supervisory ability
- Must work with an emphasis on accuracy and thoroughness
- Excellent people/interpersonal skills
- Broad general knowledge of information sources and materials

- Good knowledge of computers and office equipment

SUPERVISORY CONTROLS:

Works under the supervision of the Branch Manager. Routine tasks and projects are done with little supervision.

SUPERVISORY RESPONSIBILITY:

In the absence of the Branch Manager, supervises other Library Assistants, youth services staff, pages, volunteers, and community service workers.

GUIDELINES:

The incumbent will follow the generally accepted principles of reference services, aided by regular inservice training. The incumbent must be able to set aside his or her personal biases concerning the information a patron may request.

COMPLEXITY:

This is work of moderate complexity, requiring the incumbent to work with some independence under general supervision.

SCOPE AND EFFECT:

This is a front line position with responsibility for a major public unit of the Henry County Library System. This position is responsible for setting the tone of good patron interaction. A pleasant personality and manner, tact and diplomacy, and the ability to remain calm under stress are essential as the Assistant Branch Manager is the first authority to deal with patrons' perceived problems.

PHYSICAL DEMANDS:

The work requires considerable physical activity, with much bending and reaching to obtain books, etc. must be able to shelve and retrieve items overhead and at floor level. There is frequent lifting of objects weighing up to 25 pounds (marginal) and use of equipment requiring a high degree of manual dexterity (essential).

CONTINUING EDUCATION:

Completes continuing education classes as assigned; seeks and pursues professional development opportunities with supervisor approval. Shows initiative in improving and expanding professional skills.

MINIMUM QUALIFICATIONS:

Education: Master of Library and Information Science

Experience: Three or more years of public contact work either prior to receiving Master's degree or after obtaining the degree.

Work history showing steadily increasing levels of responsibility.