

LIBRARY BRANCH MANAGER

Recruitment #2008-4782-001

List Type	Original
Requesting Department	LIBRARY
Open Date	11/5/2020 09:30:00 AM
Filing Deadline	11/30/2020 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 City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

The Milwaukee Public Library (MPL) 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, patron and community relations, outreach and partnership development, and oversight of the general maintenance and security of the library building and grounds.

ESSENTIAL FUNCTIONS

- Direct and work with staff to provide excellent patron experiences, including overseeing reference and readers' advisory service; providing books, audiovisual materials, and access to databases; and creating and encouraging the creation of programs that are relevant and of interest to those living in the neighborhood.
- Contribute to the reinvention of MPL's public services in a COVID-19 environment.
- Initiate contacts in the community and work with community organizations in library-connected programs; form partnerships with neighborhood organizations and businesses for the enrichment of the communities served.
- Represent the library in community organizations; speak at meetings; and apprise community leaders of library resources and services. Adjust collection offerings and create programming in response to neighborhood needs and evolving community conditions.

- Develop and direct librarians, interns, reference assistants, and others who perform reference, bibliographic, community work, programming, and other services by holding regular staff meetings, setting goals, and planning and developing performance standards; assist staff in reaching performance standards through regular and consistent feedback. Make recommendations for hiring, disciplinary action, and termination.
- Through the Branch Library Services Assistant, supervise clerical staff, including scheduling, assigning duties, recordkeeping, managing workflow and materials handling, and evaluating performance; enforce safe work procedures.
- Provide local leadership on the interpretation and implementation of general MPL policy with branch staff through various communication tools and staff meetings.
- Apply library policies to specific library situations, and consult with Administration on possible policy improvements.
- Supervise expenditures of book funds allotted to the branch library, prepare budget requests, and oversee the execution of grant contracts.
- Supervise maintenance of operations records; write annual, monthly, and special reports.
- Respond to complaints from patrons and interpret policies and procedures. Assess security issues for immediate resolution or escalation to the MPL security team and executives.
- Read reviews of materials as applied to the neighborhood served.
- Work with staff and system selectors to assure appropriate and well-balanced collections.
- Promote use of the library and its collections, and contribute to social media about library activities.
- Participate in library-sponsored TV and radio presentations, and write bibliographic articles as required.
- Plan and present programs on a variety of subjects of community interest.
- Serve on system-wide committees; interpret needs of branch library; and supervise preservation of library property.
- Take an active part in professional association activities, and keep abreast of library literature.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process 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 American Library Association (ALA)-accredited library school.**
2. **Five years of recent, progressively responsible professional librarian experience, including three years working within a library environment.**

IMPORTANT NOTE: *Graduate school transcripts are required and must be received by the application period closing date. (Undergraduate transcripts are optional but accepted.) Transcripts should be attached to your online application. Applications without graduate school transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcripts must be legible and include your college/university name, your name, the degree completed, 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 computers, online catalogs, databases, networks, the Internet, and their applications for library use.
- Knowledge of automated circulation and registration procedures.
- Knowledge of the effective usage of various types of social media.
- 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.
- Ability to foster an environment of inclusion wherein all employees are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.
- 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 TV 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.
- Skill in tactfully and respectfully addressing sensitive situations with patrons who may be experiencing difficult personal issues.
- 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 (1EX) is \$58,462-\$81,844 annually, and the resident incentive salary range for City of Milwaukee residents is \$60,216-\$84,300 annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits>.

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 reserves 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, November 30, 2020**. 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.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

CONCLUSION

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The City of Milwaukee values and encourages diversity and is an equal opportunity employer.