

LIBRARY PUBLIC SERVICES AREA MANAGER

HEAD OF BRANCHES
Recruitment #1806-5319-001

List Type	Original
Requesting Department	LIBRARY
Open Date	7/10/2018 11:00:00 AM
Filing Deadline	8/3/2018 11:59:00 PM
HR Analyst	Marti Cargile

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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 (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 Deputy Library Director of Public Services, the Library Public Services Area Manager-Head of Branches serves a key leadership role, directing MPL's branch managers in the planning and administration of branch library services systemwide, including programming, outreach, budgeting, staffing, performance management, security, and facilities planning. The Manager ensures that programming meets the needs and demands of the community and helps to advance the Library Strategic Plan.

ESSENTIAL FUNCTIONS

[Leadership and Administration:](#)

- Leads and manages branch library managers, overseeing the operations of 13 distinct locations, including the MPL Express at Silver Spring, a 24/7 materials vending unit that houses over 400 items.
- Develops and directs staff in the provision of excellent customer service and programs, materials handling, performance management, collection development and maintenance, and resource delivery. Oversees the scheduling of branch library public services staff and makes emergency staff assignments. Applies and interprets policies in complex situations.
- Leads and supports managers in prioritizing collection-related projects and program initiatives.
- Makes recommendations to Deputy Library Director of Public Services (Deputy) in support of MPL's strategic plan goals and works with direct reports to execute as authorized.
- Assists in developing tools to measure impact of library services in the community, and prepares annual, monthly, and special reports and statistics.
- Assists the Deputy in preparing budget and service proposals, developing policy and work procedures, and reviewing safety measures.
- Assists the Deputy in planning and administering public library services systemwide, including circulation, programming, outreach, reference, collection maintenance, budgeting, staffing, performance management, facilities, and security.
- Assumes responsibility for the operation of public library services systemwide in the absence of the Deputy either solely or in conjunction with the Library Public Services Area Manager-Head of Central Library.

Performance Management:

- Models high level of customer service and trains and coaches staff accordingly; sets performance expectations and evaluates performance.
- Plans and conducts in-service sessions and staff meetings and assists in developing training for staff on new technologies and initiatives.
- Participates in staff recruitment, selection, discipline, recognition, transfers, and promotions.
- Supports direct reports who work with volunteers; identifies new volunteer opportunities and develops job descriptions.

Safe and Healthful Workplace Administration:

- Enforces safe work procedures and accident prevention practices.
- Directs, trains, and supports branch librarians who serve as Librarians-in-Charge (LICs) at each location.

- Reports activities to Administrative Team members.

Community Outreach and Advocacy:

- Ensures branch staff participation to improve MPL's virtual service point through further development of unique digital archives and finding aids to facilitate statewide use of MPL's unique collections.
- Ensures branch manager participation in monitoring local and regional use of collections and resources; develops and presents reports.
- Serves on one or more boards as MPL's representative, and supports managers serving on boards and committees of community-based organizations that support MPL's strategic plan goals and directives.
- Initiates contacts in the community and works with community organizations in library-connected programs.
- Forms partnerships with businesses and organizations to enhance and enrich services to a shared clientele.
- Represents the library in the community and keeps stakeholders aware of benefits associated with the use of library facilities and resources.

Library Facilities Oversight:

- Supports branch staff who may serve as liaison to community groups using meeting spaces regarding facilities, security, and signage matters.
- Ensures that changes in business hours, branch closures, or other emergency changes are communicated in a timely fashion to all affected parties.
- Communicates between branch library public services staff and the Facilities & Fleet and Security managers.
- Assists in planning branch library renovations and building projects and provides support to branch library managers.

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.

CONDITIONS OF EMPLOYMENT

- Must be willing and able to work flexible hours and rotating shifts, including some evening and weekend hours, as well as travel to outside meetings on occasion.
- Must be on police call lists for neighborhood library emergencies after closing.

MINIMUM REQUIREMENTS

1. **Master's degree in library science from a library school accredited at the graduate level by the American Library Association (ALA).**
2. **Five years of increasingly responsible professional library experience, of which three years must have been serving as administrator of a major library division, coordinator in a major subject area, administrator of a large branch, or administrator of an independent community library.**

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

- Experience working with community groups and special users.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of modern public library goals, organization, policies, procedures, services, issues, and trends, particularly related to metropolitan library systems.
- Knowledge of public library systems, interlibrary cooperation, and network development.
- Knowledge of library technology trends as they relate to operations, user services, and best practices.
- Knowledge of customer service best practices and the ability to instill them within the team.
- Ability to resolve escalated complaints tactfully and satisfactorily.
- Leadership ability and supervisory skills to effectively manage direct and indirect reports, including assigning duties, directing work in progress, evaluating job performance, and conducting employee selection.
- Knowledge of training and coaching techniques to be able to empower staff to realize their potential.
- Administrative skills to plan and coordinate the work of staff in a large, complex, decentralized library system.
- Ability to acquire knowledge of building renovation planning and processes.
- Knowledge of budgeting processes to assist with budget preparation.
- Knowledge of project management processes, methodologies, and tools; ability to build and manage teams to ensure the success of projects.

- Ability to read and interpret a wide variety of complex job-related documents.
- Written communication skills to be able to craft concise reports, policies, and correspondence.
- Skill in conducting research and identifying and matching funding resources; skill in writing convincing proposals for funding to meet specific needs; and the ability to manage post-award transitions that fulfill grant guidelines and reporting requirements.
- Interpersonal skills to work effectively with multi-level staff, community groups, and patrons from all socioeconomic, educational, literacy, and cultural backgrounds.
- Oral communication and public speaking skills needed to confidently make presentations, lead committees, and participate in TV and radio programs.
- Community outreach skills to be able to represent the library system well and maintain productive relationships with community partners.
- Organizational skills and flexibility to be able to manage multiple priorities and meet deadlines.
- Critical thinking skills to be able to creatively solve challenging, multifaceted problems, make sound decisions, and marshal library system resources for the benefit of the population served.
- Professionalism, honesty, integrity, ability to maintain confidentiality, and responsible stewardship of City resources.
- Intellectual curiosity as well as a commitment to staying apprised of developments in library management.

CURRENT SALARY

The current salary range (Pay Range 1HX) for City of Milwaukee residents is \$70,827-\$99,154 annually, and the non-resident salary range is \$69,090-\$96,722. 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/der/Benefits-2018#.WgYyqE2ovAA>.

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, August 3, 2018**. 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

EEO Code 101

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