



JOB TITLE		DEPARTMENT	JOB LEVEL
Manager of Rakow Branch		Branch Services (CSPD Division)	L2
CLASSIFICATION	REPORTS TO	SUPERVISES	
Full-time Exempt	Director of Branch Services	Branch staff and volunteers	

**POSITION SUMMARY**

As a team member of the CSPD Division, and supervised by the Director of Branch Services, the Manager of Rakow Branch exercises independent judgment regarding the day-to-day operation of public services, staff scheduling/workflows and programs, while nurturing healthy and happy staff and customer-centric atmosphere at Rakow Branch.

**ESSENTIAL RESPONSIBILITIES**

**Oversees that Rakow Branch is a safe, inviting and aesthetically pleasing environment**

- Assists in formulation of branch library procedures
- Conveys timely communication with Security, Maintenance, IT through Trouble Ticket system, Incident Reports, and other forms of communication as needed
- Verifies equipment including MediaBank, check in /check out stations, copier, printers, staff/public computers, PC Reservation, telephones are in working order; recommends repair or replacement to Director of Branch Services
- Assures the material collection, displays, children’s areas are clean, safe, and orderly through weeding, repair requests, and recommendations to Director of Branch Services
- Imparts hospitality while maintaining safety during busy programs and special events
- Develops strong core competencies and leadership under the Director of Branch Services

**Supports innovative programs and partnerships for 21st Century Library Services**

- Assists and makes recommendations to the Director of Branch Services, and the CSPD team, CSPD Division Chief for innovations and/or improvements in streamlining processes and procedures for operations, including training, programs/events, services, equipment, and issues that affect external or internal customer experiences
- Listens to customers and reports both positive and negative comments to Director of Branch Services, and appropriate GBPLD department managers if Director is absent
- Participates in relevant community partnerships, sponsorships and programs on weekdays, evenings and weekends
- Assists Director of Branch Services with planning and implementing creative 21<sup>st</sup> century programs and services
- Stays up-to-date on GBPLD’s virtual services which impact customers and staff
- Assures staff is well trained in eBooks, downloadable audio-books, online magazines, databases, and new but relevant services and digital collections

- Oversees the writing of newsletter text for programs, and other text representing Rakow Branch activities
- Assigns and/or enters Rakow Branch program descriptions and attendance stats in Evanced
- Assigns and/or handles details of activities including presenter agreements, check requests, W-9s, Creative Services requests, refreshments, translations, ADA signer requests
- Coordinates with Public Programs Coordinator and CSPD Division Clerk at Main
- Provides readers' advisory services and may lead book clubs, discussions and blogs
- Clearly and courteously communicates to unserved potential customers how library services may or may not be obtained through annexation, paid fee library cards, etc.
- Promotes library card registrations and keeps up-to-date with Customer Relations at Main

### **Manages Staff and Volunteers for Efficient Day-to-Day Operation of Rakow Branch**

- Understands, represents and communicates GBPLD policies, procedures, mission
- Creates positive team environments acculturated to GBPLD's mission, vision, policies, procedures, and strategic plan, conveying Rakow Branch as part of the GBPL district
- Supervises Persons-in-Charge (PICS) and Branch staff, assuring responsibilities are carried out according to library policy and procedure
- Manages and analyzes Rakow day-to-day operations
- Participates in interviewing and hiring new staff with Director of Branch Services
- Schedules staff for day-to-day operation of the Rakow Branch facility
- Collaborates with the Manager of the South Elgin Branch to ensure uniform and consistent processes and procedures
- Assures staff is properly trained, and informs Director of Branch Services whenever training and/or professional development is needed
- Evaluates staff by conducting performance reviews, as well as on-the-job feedback
- Carries out performance plans, verbal and written warnings and coaches staff
- Fosters a creative, staff-empowered work environment for excellent customer-service
- Collaborates with Manager of Volunteer Services and provides guidance to assigned volunteers
- Holds monthly Branch Services Department meetings whenever Director of Branch Services is unavailable, and other meetings as directed

### **Exemplifies Professional Competence**

- Attends CSPD Division meetings as directed
- Participates in Staff In-Service Day, CSPD retreats and other professional training
- Communicates regularly and courteously with the CSPD team, Information Services, KidSpace, Customer Relations, Collection Services, and Digital Services and others for ongoing coordination of delivery of services, materials and digital media assistance
- Writes quantitative and qualitative monthly summaries
- Shows excellent problem solving and judgement skills with staff and customers
- Participates as a member of professional associations: ALA, PLA, ILA and RAILS
- Uses social networking to inform, entice and invite the public to Rakow Branch
- Reads professional literature; stays current on library trends and innovations
- Other library related duties as assigned

## **KNOWLEDGE / SKILLS / ABILITIES**

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- Exercises sound judgment in interpreting established library policies and procedures when dealing with library customers, partners, volunteers, and other staff
- Must have strong public service focus making customers and their needs a primary objective of one's actions
- Ability to communicate, verbally and in writing, with all segments and levels of staff and the public in a courteous and pleasant manner
- Ability to establish and build productive working relationships with other staff and customers
- Ability to supervise staff, volunteers and provide feedback as necessary
- Must be tactful, respect confidentiality and address situations with sensitivity and consideration of others
- Must value diversity, appreciating and leveraging the capabilities, insights and ideas of all individuals
- Ability to work independently, as well as a team-member, and think "outside the box" to address and solve problems
- Ability to prioritize, multi-task and manage time efficiently and effectively in a fast-paced environment
- Ability to organize and coordinate one's own work and that of supervised support staff
- Must be a self-starter and show initiative by taking prompt action to accomplish goals
- Must be able to identify opportunities for partnerships and take action to build on those relationships
- Interprets statistical data and web information
- Must be detail-oriented with good organizational skills to meet deadlines
- Must be dependable and punctual
- Must be able to manage stress and maintain stable work performance under pressure
- Experience and ability using Microsoft Office, e-mail, Internet browsers and other computer applications
- Ability to learn software and room/equipment reservation applications
- Must be adaptable when experiencing changes in work tasks and adjust positively and effectively to new processes, requirements or structures
- Exercises good judgment and fairness when making necessary decisions as the Person-In-Charge
- Makes decisions, in collaboration with the CSPD Division Chief and Director of Branch Services for ongoing operations of Rakow Branch and staff management
- Exercises sound judgment in interpreting established library policies and procedures when dealing with library customers, partners, volunteers, and other staff
- Determines opportunities for streamlining services for maximum efficiency

## **EDUCATION/EXPERIENCE QUALIFICATIONS**

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- MLS from an ALA accredited school
- Minimum of three years increasingly responsible experience in public library service including supervisory experience, programming, collection development and project management
- Customer service experience

## **TOOLS/EQUIPMENT**

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Use of the following equipment: book cart, calculator, computer and laptop with mouse, iPad, photocopiers, printer, public address system, public access catalog terminal, telephone, mobile phone, radio, fax/scan machine, and ILS system.

## **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

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- Must possess effective written and oral communication skills
- Professional, pleasant and courteous manner in dealing with the staff and public
- Ability to explain library policy and procedures in a clear and pleasant manner to the public
- Ability to assess situations/problems and logically find solutions
- Ability to effectively resolve complaints from and deal with problem customers and staff
- Ability to organize and coordinate the work of others
- Actively looks for ways to streamline and improve staff and customer services
- Must have ability to use email, Internet, blogs, computers, and tablets
- Must have basic computer knowledge and experience using Microsoft Office
- Must be able to use e-books, databases and other relevant digital services
- Ability to read and interpret databases, websites, and internet search results
- Ability to prioritize and manage time efficiently and effectively
- Must be able to work independently and collaboratively with others
- Must represent the GBPLD in a professional manner at all times
- Ability to work a variable schedule including mornings, afternoons, evenings and weekends
- Ability to have flexibility in schedule and assignments, including meetings at main library
- Adapts well to changes in existing practices, library routines, and workflows and suggestions for improvements
- Must be tactful and respect confidentiality of library customers and staff

\* The scope of the job may change as necessitated by the library's operational demands