

Trails Regional Library
Branch Manager II
Job Description
(Revised: November 2025)

SUMMARY

Branch Managers are middle management staff for the district and establish the environment for patrons and staff in terms of professionalism and customer service.

HOURS OF WORK

The Branch Manager II is a full-time, non-exempt position working 40 hours per week. Work schedule is subject to change according to the needs of the library system, including evening hours and Saturdays.

REQUIREMENTS

Education and Experience

BA/BS + 1-year supervisory experience or a high school diploma (or equivalent) + 3-years supervisory experience. MLS preferred. Three years or more of management experience in a public service environment is preferred.

Physical Requirements

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential physical requirements of this position.

1. Lift and set up tables and chairs.
2. Operate computers, printers and copy machines.
3. Place items on shelves at ground level and up to 7 feet above ground level.
4. Tolerate dust and mold encountered by working with books and other library materials or in library buildings.
5. Communicate with patrons and staff in person and on the telephone in English.
6. Spend up to 4 hours without sitting.
7. Travel to meetings and mandatory training sessions.
8. Keep building and grounds free of snow, ice or debris when necessary.
9. Vision which permits the employee to produce and review a wide variety of library materials, written reports and related materials in both electronic and printed form.

Additional Requirements

1. Possess strong leadership and supervisory skills.
2. Supervise employees from varying cultures, ages and abilities.
3. Work at varying paces to respond to needs of patrons and staff members.
4. Work with staff to provide exemplary service to all patrons.
5. Regular attendance as scheduled and performing tasks as assigned are essential job functions.
6. Maintain proficiency in use of computer operating systems and software used by staff and patrons.
7. Work without direct supervision; be well organized and able to effectively prioritize.
8. Provide exceptional service to diverse customers with varying needs.

ESSENTIAL DUTIES

In addition to other duties as assigned, the Branch Manager has these specific responsibilities:

Management

1. Maintain a thorough knowledge of library policies and procedures and ensure compliance by staff and patrons.
2. Assist with the interviewing process of new branch employees.
3. Schedule, train and supervise branch staff in daily routines.
4. Provide performance evaluations and counseling with documentation as needed.
5. Conduct meetings with staff at least once each month.
6. Handle employee concerns and employment issues along with the administrative supervisor. If necessary, discipline employees for infractions of library policies or procedures. Provide documentation as needed.
7. Perform general office activities including photocopying, filing, mailing, corresponding by telephone or in writing, etc. Create documents, publications and prepare reports as directed.
8. Prepare and present programs to Board, staff or patrons.
9. Prepare reports and keep track of statistics for the branch.
10. Consult with Administrative Staff regarding collection development to meet patron needs and requests.
11. Attend meetings and workshops as requested by the Administrative Supervisor.
12. Monitor office, library, cleaning or other supplies within budget provided.
13. Consult with Administrative Staff regarding building and equipment maintenance. Perform some light janitorial/building maintenance and equipment repairs.

Customer Service

1. Handle patron concerns with tact and diplomacy, making reports and referrals as necessary to the administrative supervisor. If necessary, discipline patrons for infractions of library policies. On occasion, an infraction may subject staff to inappropriate images on computers or foul language.
2. Perform the basic routines of the library - e.g. circulate materials, assist patrons with computers, request materials for patrons, register borrowers, check overdue notices and shelve materials.
3. Consult with Administrative Staff regarding programming for children, teens and adults on the branch level; supervise and assist in executing such programming.
4. Locate and retrieve materials from shelves for patrons needing assistance; help with common internet resources and provide detailed assistance with online resources provided by the library.
5. Collect and accurately report fees for library cards, lost or damaged materials and submit funds to the Administrative office.

COMPENSATION AND BENEFITS

1. **Salary Track:** D
2. **Benefits:** This position will receive the following paid benefits as detailed in the library's Personnel Policies: holidays, annual leave, sick leave, insurance (health, short- and long-term disability), and retirement. The library offers optional dependent health insurance, vision, dental, life insurance and AFLAC plans at the employee's cost.