



Library Branch Manager (Burbank Branch)

Portland Public Library (PPL) is currently seeking a Library Branch Manager, as a member of the Burbank Branch, which extends the delivery of public library services in the Portland neighborhoods. Reporting to the Associate Director, this position is responsible for providing delivery of reader's advisory and reference services to the public. This person manages the branch collections; trains and supervises the branch staff and volunteers; promotes a safe and welcoming environment with a strong customer service emphasis.

The Branch/Outreach Services Department extends the reach of the Portland Public Library through the delivery of public library services in the Portland neighborhoods.

This is a union-represented, full-time, **37.5 hours per week** onsite position, normally scheduled to work Tuesday-Saturday; the tentative starting date for a new hire is July 5, 2023.

Nature & Scope

1. The primary responsibility of the Branch Manager is the provision of library services at the Burbank Branch Library, including reader's advisory (RA), reference services, programming, and circulation. The Branch Manager leads, supervises, and encourages the participation of staff in the use of book knowledge along with electronic tools to provide essential reader's services to the public. Attends RA training and encourages staff to participate in training specific to this effort.

The incumbent answers reference questions, makes referrals to the Downtown Library Reference Department, when necessary, takes Interlibrary Loan and Inn-Reach (IR) requests, and assists patrons in using all branch resources.

The incumbent plans and supervises special programming activities: e.g., summer reading programs, book discussion groups, and family craft times. This also includes the supervision of programming performed by volunteers and outside contractors.

The Manager performs all circulation tasks—i.e. checks in and checks out materials using computer terminal, places holds and pages on materials, issues library cards, manages lost/overdue policies and procedures—as well as supervises the other staff performing these duties.

2. Plans and coordinates repairs and ongoing maintenance for the Branch in cooperation with the PPL Maintenance Department. This can include supply requisitions, cleaning and maintenance duties, security, and emergency evacuations in the frequent absence of an available maintenance person.
3. Manages and promotes the Burbank Branch Library collections. The incumbent is responsible for the selection of new and replacement materials for the Burbank Branch Library adult book collections. Assists in recommendation of children's material in cooperation with asst. manager and children's services librarian. The manager regularly reviews the literature on new and future releases, as well as previously published materials including books, audiovisual materials, periodicals, and a leased adult book collection. This process of reviewing and recommending allows for the development of a collection that addresses the reading and reference needs of the public. Gives recommendations for movies and audio materials to the assigned selectors.

This person also weeds the collection and screens gifts.

4. Trains, supervises, and evaluates the branch staff and volunteers. In cooperation with the Associate Director and the Human Resource Director the incumbent trains, supervises, evaluates, and works with Burbank staff and volunteers in the provision of library services to the public at this branch. This includes assigning duties, communicating relevant information from the Associate Director to the branch staff and back again, and carrying out performance evaluations.
5. The incumbent supports the branch and system-wide operations by: regularly communicating with the Associate Director about the various and numerous issues of the branch by phone, email or in person. The incumbent works under the general supervision of the Associate Director to integrate ideas and information into the branch library; attends staff departmental meetings and system-wide all-staff meetings as required; They exercise independent judgment. The manager is responsible for the daily operations of the branch library.
6. The Branch Manager is the on-site liaison at the Burbank Branch to the neighboring schools and community. The incumbent maintains communication with the schools and neighborhood groups through attending programs, meetings, etc.
7. Promotes a safe and healthy environment at the Burbank Branch and within the system. In cooperation with the Maintenance Department plans for and sees that the general maintenance and repairs at the branch occur in a timely manner.
8. The incumbent seeks opportunities for personal and professional development. This can be achieved by making a deliberate effort to keep up with developments in the library field through following the literature, taking advantage of workshops and other educational/training provided.
9. The Branch Manager is responsible for making recommendations for capital expenditure items to the Associate Director and/or the Business Manager.
10. Performs other related duties or tasks as assigned or required. This can be as simple as participating on a committee or as complicated as learning a new circulation function.

Basic Qualifications

At the entry level, this position requires a Masters in Library Science from an accredited college or university or any equivalent combination of experience, training and education, which provide the following:

- Solid background knowledge of adult and children's literature, including reference and reader's advisory material.
- Knowledge of sources and procedures in selection of materials, bibliographic research and circulation
- Ability to work independently, and to organize and follow through on multiple assignments.
- Ability to remain calm and pleasant under pressure while maintaining attention to detail in a fast-paced, multi-tasking environment.
- Ability to communicate effectively, verbally and in writing.
- Ability to work effectively and cooperatively with other members of library staff and administration.
- Skilled in handling library and other technology; embraces new technology; ability to guide other staff members and patrons in their use.
- Contributes a positive, creative and energetic force to the work; demonstrates skills in collaboration especially working with staff members whose interests and needs differ.

- Experience or training that demonstrates and ability to supervise staff and volunteers.
- Strong service orientation and demeanor appropriate to provide a high level of service to a diverse public. Excellent customer service skills.

Additional Attributes:

- Knowledge of and experience with computer-based library systems

Work Environment and Physical Demands

- The incumbent works at a public service point throughout the workday.
- This position requires the incumbent to be on their feet (moving throughout the collection).
- Strong knowledge of office and personal technologies is required.
- In addition, the incumbent will frequently need to lift or move materials and equipment weighing up to 25 lbs.
- The Branch Manager may be called upon to be first respondent for security issues at the branch.

Compensation & Benefits

Hours & Pay: This is a union-represented, full-time, **37.5 hours per week** onsite position, normally scheduled to work Tuesday-Saturday. The tentative starting date for a new hire is July 5, 2023, no sooner. **Pay begins at \$24.63/hour** at the entry level; there is a step schedule.

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at careers@portlib.org.

Mailed applications may be sent to: Human Resources, Portland Public Library, 5 Monument Square, Portland, ME 04101.

Initial consideration will begin May 20, 2023.

About PPL - Core Values

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.