



JOB DESCRIPTION

Job title	<i>Assistant Branch Manager (Librarian I or II)</i>
Reports to	<i>Library Branch Manager, Regional Library Manager, or Librarian III or higher professional librarian classification</i>

Job Function

Under the direction of a Library Branch Manager or Librarian III, performs the duties of a professional, master’s level librarian. The Assistant Branch Manager will manage customer and staff issues in the absence of the Branch Manager. The requires a minimum of one year of post master’s professional experience and can work in a variety of areas within library operations including public services, technical and collection management services, programming and outreach, information technology and more. May supervise or direct the work of Librarian Is, clerical, paraprofessional and other support staff. Incumbent may be responsible for the planning and implementation of programs while ensuring positive customer service and quality interactions. Librarians actively participate on system-wide teams and initiatives and work closely with other divisions within the Library coordinate services.

Duties and Responsibilities

- Occasionally serve as acting supervisor of assigned location when supervisor is unavailable
- May be required to resolve customer and employee concerns in the absence of branch manager
- May be responsible for staff scheduling and ADP management
- Assists library customers of all ages at library service points – information, circulation and/or reference desk
- Assists library customers of all ages with computer and technical help and may conduct computer and technology help classes;
- Advises and assists with collection maintenance and collection development at assigned library location or may analyze collection development needs, oversee selection of material, catalog incoming materials, etc.
- Promotes library materials and services through displays and exhibits;
- Assists with fulfilling goals and achieving benchmarks in accordance with organizational strategic plan and priorities and may participate in creating and setting goals
- Creates programs and/or oversees programs for library customers
- As part of outreach efforts may present programs in a variety of venues including schools, businesses, festivals, etc. as well as conduct off-site library card registration or provide library materials to designated facilities and locations
- May serve on system-wide teams for programming, outreach, technology, etc.
- Maintains records/statistics and prepares reports and will handle money when working the public service desks
- In cooperation with manger and business office may create budgets and supply lists and request payment for supplies and vendors for specific projects
- Keeps informed of technological and professional trends and pursues a commitment to professional development and growth
- Stays informed about NOPL services and activities
- Positively represents the Library to the public and other agencies
- Other duties as assigned.

Minimum Qualifications

- MLIS degree
- One or more years of post-MLS professional experience
- Must be able to work at any location in the New Orleans Public Library system
- Must be able to work nights and weekends

Preferred Qualifications

Previous customer service experience a plus.

Project planning and experience working in a team environment.

Experience leading a team or committee a plus.

Knowledge, Skills & Abilities

- Ability to get along with customers and colleagues;
- Self-motivated worker with outstanding human relations, communication skills, and a positive attitude towards public service work;
- Ability to set priorities and manage multiple priorities;
- Knowledge of Polaris and Library databases upon training;
- General knowledge of technology trends including mobile devices and social media;
- Ability to plan, initiate, develop, and evaluate special library programs and services;
- Ability to resolve public concerns and difficulties using tact, courtesy, and good judgment;
- Ability to communicate effectively and professionally with staff and public;
- Ability to work independently in the absence of supervision;
- Knowledge of computer applications including Microsoft Office;
- Must be able to travel throughout the Library system and to other locations for meetings and training.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations must be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, sit, and talk or hear. The employee is required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Packing and loading of materials and books will be required.
- Tasks may involve lifting and/or moving 15-44 pounds on a regular basis and driving between library sites and outreach locations.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and visual acuity to read computer screen and perform various detailed work.

Kind of Examination

- Candidate must qualify for the City of New Orleans Librarian I or II register

Direct reports

Not applicable.
