

POSITION – BRANCH LIBRARIAN MLIS/MLS AT REPUBLIC PUBLIC LIBRARY

August 2022

POSITION SUMMARY

Performs advanced administrative work in planning, organizing, and managing day-to-day operations of a single branch library, ensuring efficient delivery of library materials and services. Oversees branch program planning and related work as apparent or assigned. Supervises, trains and schedules staff. Serves as a liaison between NCW Libraries and the community and promotes the library and its services. Maintains an awareness of customer needs and new technologies, resources and services that will meet these needs. Must work consistently within NCW Libraries standards and policy directives and support the library's mission of "Connecting the people of North Central Washington to vital resources and opportunities that foster individual growth and strengthen communities."

POSITION DETAILS

This position reports to an Area Manager.

Essential Duties & Responsibilities:

- Champions excellent customer service and support in all staff and patron interactions.
- Provides prompt and knowledgeable assistance to all library users and assists with the instruction of library technology.
- Plans, schedules, and organizes daily, weekly, and monthly programs for a diverse audience.
- Develops and promotes story time events.
- Maintains adequate inventory of supplies.
- Promotes and develops library engagement opportunities within the community.
- Comprehensive knowledge and responsibility for the circulation of library materials, including new user registration, account issues, payments, book reservations, and shelving.
- Hires, supervises, and trains Library Associates, Customer Service Technicians, Library Assistants, Pages and Volunteers.
- Ensures all staff and volunteers are performing assigned duties and meeting customer service standards.
- Conducts regular performance coaching and participates in disciplinary action with HR as needed.
- Assists in collection development and follows NCW Libraries' Collection Development Policy.
- Respects the confidentiality of library users and records in accordance with NCW Libraries' Confidentiality Policy.

REQUIRED QUALIFICATIONS

Education & Experience

- Master's degree in librarianship from an ALA accredited graduate program required. Other degrees and/or experience may be considered.
- Three years public library experience and a minimum of one year of supervisory experience.
 - Applicants may also be considered who have the ability to obtain WA State Librarian certification within 60 days of hire.

Ability to

- Ability to identify, establish and maintain community partnerships and serve as an ambassador for NCW Libraries.
- Ability to establish and maintain effective working relationships with patrons, the community and NCW Library staff.

- Ability to speak in public and present to city leaders and community meetings.
- Ability to communicate effectively, exercise tact, initiative, and independent judgment.
- Ability to gather and maintain a variety of library records and statistics.

Knowledge of

- Extensive knowledge of the principles, practices, and techniques of modern library operation.
- Demonstrated computer literacy and the ability to effectively assist patrons with library technology.
- Knowledge and adherence to library policies and the ALA Code of Ethics.
- Knowledge of personnel and time management principles.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Normally seated, standing or walking at will.
- Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion.
- Keyboarding and working at a computer monitor for extended periods required.
- Phone usage, reading, speaking, and listening.
- Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to resolve situations or problems.

SPECIAL REQUIREMENTS

Fluency in English required. Fluency in English and Spanish strongly preferred.
Flexibility to work evenings and weekends.

WAGES & BENEFITS

FLSA Status: Non-Exempt

Hours: Full-Time

Wage: Grade M (MLIS) \$28.33/hour-\$38.07/hour, \$58,928.56-\$79,195.06

*Initial placement is typically below midpoint depending on qualifications and experience

Bargaining Unit: Represented

We are proud to offer all full-time employees a comprehensive benefits package. Benefits include medical, dental, and vision coverage, an employee assistance program (EAP), and life insurance. We offer sick leave, vacation leave, eleven holidays, and two floating holidays. As a public employer, we participate as a member of the Washington State Public Employees' Retirement Plan (PERS) and provide access to optional deferred compensation plans. Our employees may be eligible for Federal Student Loan forgiveness, and we offer a tuition assistance program for those who wish to pursue their Master of Library and Information Science degree. A bilingual differential of \$1/hour is available for select positions that regularly use a language other than English as a part of their daily work.

NCW LIBRARIES CORE COMPETENCIES

- **Ethical Practice:** Consistently demonstrates integrity through behavior, character, and action.
- **Professionalism:** Completes work to a set standard, both as an individual and part of a team. Exhibits competence, proficiency, and accountability.
- **Building Respectful Relationships:** Promotes confidentiality and trust, fosters a positive culture, and exhibits respect with all verbal and nonverbal communication.
- **Valuing Diversity & Promoting Inclusiveness:** Respects, values, and encourages the unique dimension each person adds to the organization and that each member of the community brings to the whole. Values diverse perspectives, displays inclusive behavior, and cultivates respect for all individuals, groups, and cultures.
- **Library Advocacy & Intellectual Freedom:** Promotes and supports the fundamental purpose of the public library which includes understanding the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
- **User Focus:** Understands and effectively meets individual and community needs. Promotes a welcoming environment, fosters equality and meaningful connections, and strives to increase user satisfaction.
- **Effective Communication & Collaboration:** Provides concise, timely, and accurate information through appropriate channels, internally and externally. Listens actively and welcomes constructive feedback. Works effectively with others to achieve organizational goals and objectives.
- **Foundational Knowledge:** Cultivates proficiency in position-related areas. Knows and supports the library's mission, vision, and structure along with the library's collection, services, and resources.
- **Adaptability:** Responds positively to organizational change and shows a willingness and flexibility to learn and develop. Assesses situations, adapts, and identifies effective solutions.
- **Continuous Learning:** Commits to an environment of excellence and continuous learning. Takes initiative to develop as an individual and to improve the library system.

ABOUT NCW LIBRARIES

NCW Libraries is a public library system serving five counties in Washington State (Chelan, Douglas, Ferry, Grant, and Okanogan). Geographically, we are the largest and one of the most rural of Washington's library system, covering nearly 15,000 square miles and serving a population of just over 270,000.

The library's mission is: *Connecting the people of North Central Washington to vital resources and opportunities that foster individual growth and strengthen communities.*

We operate 30 public library branches and have administrative offices in Wenatchee. Among other things, branch libraries provide access to diverse physical and non-traditional collections, community meeting spaces, public access computers, free Wi-Fi, and a wide range of library programming for all ages. Our website provides library card holders with free access to eBooks and digital audiobooks as well as a large number of online resources, including Kanopy, the New York Times, Consumer Reports, Rosetta Stone, and more. In addition, our outreach services include: enhancing library access to the most rural patrons through a unique mail order library and two bookmobiles; fostering creative thinking and STEM literacy through a STEM outreach program; and providing bilingual outreach service to the Latinx community. More information about our library system and the services we provide can be found at www.ncwlibraries.org.