

# Kent County Public Library

## Director of Branch Services

**CLASSIFICATION:** Full-Time  
Full-Time Supervisor (non-librarian OR librarian) payscale

**FLSA STATUS:** Non-Exempt

**SUPERVISOR:** Executive Director

**HOURS OF DUTY:** 40 hours per week  
As scheduled, with Saturday and evening hours as needed.

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### POSITION GENERAL SUMMARY

Plans, organizes, directs, implements, and manages all activities related to the general operation and management of branch library locations, including circulation, reference, technology assistance, collection development, programming, and facilities management. Coordinates identification and implementation of department goals and guides all department tasks and projects. Serves as a member of the Senior Team and plays a key role in the planning, evaluation, and implementation of KCPL's objectives, policies, and procedures.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Supervision

- Directly supervises and trains all branch staff
- Assigns and reviews the work of branch staff
- Represents the concerns and issues of department team members to the senior team
- Acts as person in charge, as needed

#### Branch Services

- Manages, supervises, and participates in all daily service and support operations at branch locations, including: circulation, reference, technology assistance, collection development, programming, and facilities management
- Oversees all print and media collection development activities for branch collections with assistance from branch staff

- Keeps up to date with publishing trends and current literature for all ages
- Ensures that operations are consistent with system-wide policies, procedures, philosophies, and objectives

#### Programming

- Plans, conducts and evaluates a wide variety of programs for adults, including programs designed to educate on various topics, provide entertainment, encourage lifelong learning, and engage with community resources and organizations
- Plans, conducts and evaluates programs for young children (0-5) and school-aged children (6-12), including regular storytime programs; after-school programming; and other special events
- Coordinates with youth services department to provide programs for teens (13-17) that are responsive to patron needs and interests
- Researches and hires performers (paid and unpaid) and follows through on all aspects of booking and payment
- Coordinates and partners with local groups and organizations to provide mutually beneficial programming
- Serves on system-wide programming team

#### Facilities

- Ensures that building and grounds of the branches are properly maintained and promptly reports problems or concerns to library administration

### **ADDITIONAL JOB EXPECTATIONS**

#### Supervisory

- Provides guidance to team members related to understanding and implementing KCPL's objectives, policies, and procedures in accordance with its vision, mission, and strategic plan
- Schedules regular department meetings with team members to ensure communication and collaboration within department, as well as 1-on-1 meetings with individual team members, as needed
- Observes, coaches, evaluates, and documents performance of team members
- Provides support and guidance to team members in meeting their annual goals

#### Other Duties

- Maintains required statistics for the branches
- Prepares narrative and statistical reports, as needed, for the annual Public Library Survey, grants, and other relevant documents, meetings, or situations
- Serves as regional and state representative for KCPL, if needed, including: attending meetings and events; serving on committees; participating in communities of practice; other relevant initiatives

- Provides direct service to the public, including regularly scheduled shifts at the circulation desk, basic reference transactions, branch coverage, and participation in summer reading and other special programming
- Performs other duties as assigned

## **JOB REQUIREMENTS**

- Thorough knowledge of: professional library methods, standards, and ethics; reference resources and practices; and reader's advisory tools and techniques
- Thorough knowledge of managerial policies, practices, and controls related to the management of a branch library
- Serves as a member of KCPL's senior team and works collaboratively with the executive director and other members of senior team on all aspects of library management
- Regularly serves as person in charge at the branches and, as needed, at the Chestertown branch
- Exercises good judgment and makes appropriate decisions as situations arise
- Effectively manages department team members through clear communication about their roles and responsibilities, assigning/delegating tasks, setting work priorities, and providing support, motivation, and guidance to encourage growth
- Simultaneously manages a variety of projects, including routine department projects, short and long term projects, committee projects, and special initiatives

## **QUALIFICATIONS**

### **Non-Librarian Supervisor Pay Range**

- Associate's degree or two years of education beyond high school required; Bachelor's degree preferred; NOTE: an additional 2 years of progressively responsible work experience in a public library may reduce the education requirement
- Maryland Associate Training Institute (LATI) certification or ability to enter the LATI program within 6 months of hire preferred
- 1 year library experience, including direct public/customer service, required; 3 years progressively responsible library work preferred
- 1 year supervisory/leadership experience required; 3 years supervisory experience preferred

### **Librarian Supervisor Pay Range**

- MLS/MLIS from ALA-accredited school required
- Maryland Public Librarian Certificate or ability to acquire within three months of hire required NOTE: current MLS/MLIS students with ability to obtain Public Librarian Certificate within 2 years of hire may be considered for hire at Supervisor (non-librarian) payscale with continued employment and increase to Supervisor (librarian) payscale contingent on successful completion of degree

- 1 year library experience, including direct public/customer service, required; 3 years progressively responsible library work preferred
- 1 year supervisory/leadership experience required; 3 years supervisory experience preferred

## WORKING CONDITIONS

- Frequent use of computer terminal
- Moving throughout the library space, including working at public service desks and assisting library users at the desk, public computers, and in the stacks
- Lifting objects weighing up to 30 pounds; stooping, bending, and reaching; pushing or pulling a wheeled cart weighing up to 100 pounds

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## UNIVERSAL EXPECTATIONS FOR ALL KCPL EMPLOYEES

- Commitment to KCPL's Core Values
- Active engagement in teamwork within department and on cross-departmental projects and committees
- Equitable implementation of standard operating procedures and system policies, including enforcing and explaining policies to library users
- Commitment to continued professional growth and development

## UNIVERSAL REQUIREMENTS FOR ALL KCPL EMPLOYEES

- **Ability to work at and provide own transportation between all KCPL locations, as well as outreach locations throughout Kent County, as needed and assigned**
- **Ability to provide coverage at any KCPL location, as needed and assigned**
- Strong internal and external customer service skills, including being equitable, patient, tactful, and courteous
- Ability to develop and maintain respectful and effective working relationships with library users of all ages (children, teens, adults), coworkers, and professional colleagues from many different backgrounds and cultures
- Ability to work independently, cooperatively, and as part of a team
- Ability to work calmly and effectively under pressure
- Excellent oral and written communication skills
- Ability to critically review sources of information
- Accuracy and attention to detail
- Knowledge of and competence with standard computer applications (email, Windows, Microsoft Office, etc)
- Knowledge of or ability to quickly learn library software

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## **KCPL STATEMENT OF OPPORTUNITY & EQUITY**

Kent County Public Library is an Equal Opportunity Employer and is committed to diversity in the workplace. The Library's policy is to treat all employees and applications equally and without regard to race, color, religion, age, sex, marital status, national or ancestral origin, sexual orientation, or disability in accordance with applicable laws. This policy is applicable to all aspects of employment, including recruitment, hiring, training, and promotions.

Kent County Public Library complies with the ADA. Applicants who require reasonable accommodation in the application and/or interview process should contact the HR representative at 410-778-3636 prior to submitting an application or resume.

Kent County Public Library is dedicated to ensuring equity of library services to the community; as such, we seek applicants who view library services through an equity lens and are skilled at partnering with organizations to deliver services to traditionally underserved groups.