NOTICE OF POSTING
POSTING DATE: 12/03/20
CLOSING DATE: 12/29/20

Recruitment of external applicants is underway concurrent with this posting. Resumes and letters of interest can be submitted via email to employment@cambridgema.gov. Cambridge residents are especially encouraged to apply.

POSITION & MANAGER OF BRANCH SERVICES
DEPARTMENT: Library
JOB CODE/POSITION #: M411-701

CIVIL SERVICE: Non-Civil Service

HOURS OF WORK: 37.5 hours per week, including some evening and weekend hours

UNION AFFILIATION: None

ESSENTIAL DUTIES & RESPONSIBILITIES:
The Manager of Branch Services is a leadership position with responsibility for overseeing the daily operations of the Central Square Branch as well as assisting in leading and mentoring the other branch managers in the system. This associate manager helps to establish the priorities and set the tone for all branches in providing personal, accurate, innovative and relevant services and programs to library branch users, and in developing collections, programs and services to respond to community needs. Specific duties include but are not limited to:

Provides strong leadership and vision for Branch Managers:
• Supervises, mentors and leads the Associate Manager of Branch Services and 4 other branch managers
• Encourages branch managers to be forward-thinking, try new ideas, experiment and be willing to fail, and to embrace change
• Provides regular feedback and support to branch managers and mentors their professional growth
• Assist branch managers in resolving conflicts in their branch, both with the staff they supervise and the public
• Evaluates performance branch managers annually, sets meaningful individual goals, and helps to achieve them
• Works with Administration to address and document performance issues in a timely manner
• Trains branch managers and encourages them to take advantage of professional development opportunities and additional training as appropriate
• Aids in the recruitment and participates in the interviewing of prospective branch managers
• Meets with branch managers regularly; visits branch locations
• Assists branch managers in effective fiscal management of their branch budgets
• Runs a monthly branch heads meeting including agenda planning, effective facilitation, and follow up.

Oversees the Central Square Branch:
• Manages the branch in a manner that supports overall goals of the Library and ensures that staff members offer the highest quality assistance to library users
• Performs exceptional and engaging service to the public
• Develops, implements and evaluates services and policies to meet the needs of the neighborhood
• Directs all activities in the branch and supervises all staff assigned to the branch. Prepares staff schedules and work assignments, ensuring that desk coverage is adequate
• Supervises professional and paraprofessional staff members at various levels and ensures thoughtful leadership, mentorship, and development is given to each
• Aids in the recruitment of new branch staff, serves on relevant search committees, and trains new staff
• Evaluates staff performance annually and sets goals with staff for coming year
• Directs collection development and maintenance for the branch. Maintains an orderly, up-to-date, weeded collection
• Provides strong leadership to display and to merchandise the collections
• Performs functions related to circulation, including checkouts, check-ins, reserves, renewals, fine assessment and collection, and compilation of statistics
• Provides leadership and supervision for circulation functions
• Instructs patrons in the use of online resources and technologies
• Ensures that STEAM is an active part of library branch services
• Oversees the branch building including cleanliness and reports needed repairs and servicing
• Maintains good public relations with schools and other agencies in the branch community
• Does regular outreach and represents the branch at community events
• Regularly communicates with police, outreach workers, Library Social Worker and other City agencies about issues in the neighborhood
• Directs and plans programming activities for the branch
• Conducts regular staff meetings and ensures content is recorded and shared
• Maintains accurate and current written policies and procedures for the Department
• Manages the branch budget effectively; remains diligent in effective fiscal management

Other Responsibilities:
• Functions as a member of the leadership team of the library, attending regular leadership meetings
• Works closely with Administration to resolve issues
• Represents the Library at various City and professional meetings
• Maintains a working knowledge of contemporary issues and trends in the library profession
• Makes recommendations to improve services in light of new developments; Looks for ways to innovate
• Serves on committees which review and develop library policies and services
• Contributes positively to the public relations efforts of the Library
• Supports CPL’s strategic directions and plan
• Contributes positively to the work culture of the CPL
• Any other duties required for the good of the Department and the Library.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

MINIMUM REQUIREMENTS: A Master's Degree from an ALA accredited school of library science required. A minimum 5 years of successful professional work experience, at least three of which have been in a position of supervisory/managerial responsibility. Or any equivalent combination of experience and training which provides the knowledge, skills, and abilities necessary to perform the work.

Proven organizational and managerial skills; Ability to manage professional and paraprofessional staff, in an active, fast-paced environment; In-depth, current and broad knowledge of professional librarianship; Exceptional customer services skills; Ability to handle multiple activities or interruptions at once, to work independently, and to meet deadlines; Proven ability to lead through times of change and to embrace new services and technologies; Collection development and merchandizing experience; Ability to communicate, both orally and in writing; Ability to work with enthusiasm and initiative; Adaptability and dependability; flexibility during emergency staffing situations; Ability and willingness to work effectively and cooperatively within a large library system; Relishes working in a diverse environment; Ability to analyze and creatively solve problems in a positive and timely manner; Capacity to contribute positively to the culture of the Cambridge Public Library.

PHYSICAL DEMANDS: Physically able to operate a variety of equipment; Ability to sit and use computer workstation for extended periods of time; Strength to push or pull a loaded book cart which can weigh in excess of 100 pounds, to lift or maneuver onto cart loads of up to 50 pounds, and to carry cartons of books or other materials or equipment; Sufficient clarity of speech and hearing, vision or other powers of observation, manual dexterity, personal mobility and physical reflexes.

WORK ENVIRONMENT: Works in assigned area, including office areas, training rooms, library and city locations including outside venues as necessary; Normal office exposure to noise and interruptions; Attends and participates in various programs as requested to enhance skills associated with the position.

RATE: $82,044 - $98,361 plus excellent benefits

APPLICATION PROCEDURE: Internal applicants submit a job bidding form and 2 copies of both your resume and letter of interest; external applicants submit your resume and letter of interest by 5pm on the closing date via email to: employment@cambridgema.gov or to the Personnel Dept, Room 309, City Hall, 795 Massachusetts Avenue, Cambridge MA 02139. Fax 617-349-4312

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