JOB SUMMARY
Assist the Circulation & Branch Services Manager with the organization, supervision and effective functioning of the Circulation & Branch Services Division. Supervises staff, including evaluating, hiring and scheduling. Sets high standards and is a role model to coworkers in terms of exceptional customer service and public relations. The Assistant Manager is a member of the Leadership Team.

ESSENTIAL DUTIES AND RESPONSIBILITIES
1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs public relations for the library. As the first and sometimes only person that a patron may be in contact with, public relations is a very important aspect of this position.
3. Spends appropriate amount of time away from the desk roving using established procedures. Meets patrons at their point of need.
4. Provides exceptional public service to all patrons served. Promotes teamwork within the division and the library. Exhibits initiative, creativity, flexibility, resourcefulness, and good judgment.
5. Provides leadership for division staff and models appropriate library service, specifically in relationship to readers’ advisory, for all staff.
6. Works public service desks to assist patrons in person and by telephone, including, but not limited to, conducting reference interviews; instructing and assisting patrons in the use of the library, WYLD, online databases and computers; helping patrons find what they need throughout the library; offering readers’ advisory help for first floor materials; and giving directional information.
7. Develops a diverse and thorough knowledge of the first floor collections.
8. Possesses excellent writing and verbal communication skills.
9. Assists in the initial and ongoing training of division staff in all aspects of services provided by the division, including self-check, accounts management, billing related services, sortation system issues, materials security issues, troubleshooting issues with patrons’ records, readers’ advisory help, and reference services.
10. Acts as Manager-on-Duty (MOD) when appropriate in relationship to chain-of-command and who is in the building. This entails responding to any emergency situation, irate patron, injury/illness, and problems with the building in a professional manner.
11. Creates schedules for coverage on the first floor public service desks and Shelvers no later than Wednesday of the week prior, with schedules completed in advance of that date if possible.
12. Supervises Shelvers, including hiring, training, coaching, disciplining, and evaluating. Recommends dismissal when appropriate.
13. Follows established opening and closing procedures. Prepares first floor desks for opening when applicable.

14. Throughout the day, straightens the first floor as necessary, including stocking displays, picking up books off the floor and policing the area for trash. Monitors self-check and OPACs (online public access computers) to ensure they are ready for the public to use.

15. Uses and operates the computers and printers in all functions that relate to the division, including sortation system, self-checks, materials security, online catalog, integrated library system (ILS) in use, internet, word processing program in use, and other electronic resources.

16. Handles all billing issues such as damage, missing or lost items. Deals with upset patrons in a professional and calm manner and exercises tact, courtesy, empathy, and rationality at all times. Knows when it is appropriate to negotiate.

17. Maintains a working knowledge of all equipment and computers on the first floor. Knows and follows proper procedures when systems are out of service. Functions as a key troubleshooter within the division when problems occur on any equipment or computer within the division’s area of responsibility. Ensures that IT Services is informed as needed and follows up to ensure that problems are resolved in a timely manner.

18. Maintains knowledge of division positions and covers the first floor public service desks based on what the schedule requires, usually 10 to 15 hours a week, understanding that the schedule is subject to change to meet the needs of the library.

19. Cross trains on other public service desks and works there as assigned.

20. Ensures they know what new items are added to collections to better serve the public.

21. Represents the library in, and networks with, community groups, if possible in relationship to the division’s area of service. Serves in a leadership role in these organizations when appropriate.

22. Takes a leadership position in area of expertise in the professional library community in Wyoming, as appropriate.

23. Works Greeter Desk as assigned.

24. Performs other related and necessary duties as assigned.

**MINIMUM REQUIREMENTS**

- Bachelor’s degree from an accredited college or university; and 3 years of directly relevant experience; or
- The equivalent combination of education and experience.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Proficiency with a variety of software programs related to library operations including word processing, internet, scheduling, calendaring, and integrated library systems (ILS).
Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.

Ability to supervise, coach, train, and lead.

REPORTING RELATIONSHIPS
Reports to: Circulation & Branch Services Manager
Supervises: Volunteers, Shelvers

PHYSICAL EFFORT AND WORKING ENVIRONMENT
The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files, and/or stacks of material from one location to another.

LATEST REVISED DATE 06/01/2023