JOB POSTING: Assistant Manager for Circulation & Branch Services
(Exempt; Full Time; 38 hr./wk.) June 2023

Position open until filled. Please submit cover letter, resume, and library application to Beth Cook bcook@lclsonline.org by noon on Wednesday June 28, 2023 to be considered for interviews conducted between June 29 and July 7, 2023.

SUMMARY OF DUTIES
The Circulation & Branch Services Assistant Manager is responsible for partnering with the Circulation & Branch Services Manager to ensure smooth operations of all activities that take place on the first floor of the library in Cheyenne and the two branch libraries in Burns, WY and Pine Bluffs, WY. Specific duties include: responsible for all shelving that takes place in the Cheyenne library facility and supervision of Sort Clerk and Shelver positions (7-8 employees), weekly scheduling the 12 employees who work in Circulation and 7-8 Shelvers at the library in Cheyenne, handling all billing and collection agency activities, including working with the vendor, and, if a professional librarian with an MLS/MLIS degree, developing three small collections and serving as the Readers Advisory Librarian. The successful candidate will have experience in supervision and several years working with the general public. Experience in a library is a plus. The individual in this position serves as the Manager-on-Duty one night a week, is part of the library’s Leadership Team, and is trained to deal with difficult patrons who may need to be asked to leave the library if they are unable to abide by the library’s Code of Conduct.

This position works directly with the public on the Cards & Accounts desk and Ask Here desk 10-25 hours per week. Tasks relating to working the first floor public service desks include answering patrons’ questions regarding their library card account; registering new cardholders and issuing library cards; assisting patrons with self-check stations; helping find items in the collections; answering telephone calls; handling money; reserving meeting rooms; and providing directional information. It is the library’s goal to ensure patrons from entering until they leave the library have a positive experience.

A curious person who likes to problem solve will enjoy the scheduling and billing aspects of the job as well as the work assisting patrons in finding the next thing to read. While working a public desk or via phone, the individual in this position will assist the public in finding the great materials we have in our collections. Whether it is helping someone find the book they just heard about on Good Morning America; the next book in a series; a classic movie on DVD; books that are similar to what their favorite author writes; or the large print collection, books on CD, or eaudiobooks, helping people find what they want can be a rewarding part of the job. If the library doesn’t own an item, the challenge is finding another source for the patron. Patience, the ability to listen, and the ability to engage in dialog to find exactly what someone is interested in are critical skills.

The first floor is one of the busiest places in the library. As the library is open and welcome to all those who live or visit our community, we can attract people with mental illness or substance abuse issues.
The library functions well using teams to reach goals. The individual in this position oversees a team of shelvers, is part of the Circulation team in Cheyenne, and of the larger Circulation & Branch Services Division team. In addition the person works with a team of three other assistant managers, is on the Leadership Team for the library, and will work with smaller teams when the library is working strategic planning. Being able to understand the goals of each team and to find your role on those teams is a key component of success in this position.

Extensive training is provided for how employees and the Manager-on-Duty may handle those situations. The library has security available all hours the library is open. Remaining calm, setting boundaries, and knowing when to ask for assistance are important skills in those situations.

The ability to multitask and handle interruptions with generosity and patience are key to succeeding in this position. The position requires someone who works well under pressure in a fast-paced, complex environment. Excellent customer service ability is required of all those who work in the library. Computer experience is required.

**SCHEDULE**

This position involves working 38 hours per week, including weekdays, evenings, and weekends. The schedule is subject to change for the needs of the library. Library personnel must be willing to work any hours the library is open and also before open hours for general staff meetings and staff in-service days. Library hours are currently Monday through Thursday 10am-9pm; Friday and Saturday 10am-6pm; and Sunday 1pm-5pm.

Employees work a cyclical schedule so that all employees have some weekends off. This means they work Week 1, Week 2, Week 3, Week 1, Week 2, Week 3, etc.

<table>
<thead>
<tr>
<th>Sample Schedule</th>
<th>Mon</th>
<th>Tues</th>
<th>Weds</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>OFF</td>
<td>1pm-9pm (7 hr)</td>
<td>9am-6pm (8 hr)</td>
<td>9am-6pm (8 hr)</td>
<td>10am-6pm (7 hr)</td>
<td>9-6 (8 hr)</td>
<td>OFF</td>
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<tr>
<td>Week 2</td>
<td>9am-6pm (8 hr)</td>
<td>1pm-9pm (7 hr)</td>
<td>9am-6pm (8 hr)</td>
<td>9am-6pm (8 hr)</td>
<td>10am-6pm (7 hr)</td>
<td>OFF</td>
<td>OFF</td>
</tr>
<tr>
<td>Week 3</td>
<td>9am-6pm (8 hr)</td>
<td>1pm-9pm (7 hr)</td>
<td>9am-6pm (8 hr)</td>
<td>9am-6pm (8 hr)</td>
<td>10 am-6pm (7 hr)</td>
<td>OFF</td>
<td>OFF</td>
</tr>
</tbody>
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Note: Employees have an unpaid lunch or dinner hour.
- Dinner hour is generally 5pm-6pm.
- Lunch may be noon-1pm, 1pm-2pm, or 2pm-3pm.

**REMUNERATION**

Exempt employees are paid a salary. Pay day is once a month on the last day of the month that falls on a week day.
The salary range for this position, without an MLS/MLIS, dependent upon experience, is $50,000 - $60,000.

The salary range for this position, with an MLS/MLIS, dependent upon experience, is $55,000-$68,000

Example of remuneration:

- Annual wages (gross) - $57,000
- Wyoming Retirement System (WRS)- $10,613.40 (18.62% of gross earnings)*
- Total annual remuneration is $67,613.40

*WRS:
- LCLS pays both the employee (currently 9.25%) and employer percentage (currently 9.37%) to WRS. These dollars are not taxed until withdrawn or at retirement.
- If an employee is vested and leaves prior to retirement, only the employee portion, as defined by state law, is available to the resigning employee. The employer portion remains with WRS.
- If the employee is vested and retires from the library, the monthly benefit is based on years of service and average salary. The benefit received will last for the employee’s lifetime, even if those benefits exceed what was deposited by the library on their behalf.
- 401Ks only pay out what was invested and dividends on those investments. If you outlive those dollars, you no longer have those funds in retirement.

**BENEFITS**

LCLS pays 100% of the employee contributions to the Wyoming Retirement System (WRS). The employee rate is currently 9.25% of gross earnings. WRS is a pension plan that will pay lifetime benefits, regardless of the account balance, when age and service requirements are met.

LCLS also pays 100% of the premium for $25,000 term life insurance policy for the employee.

This position receives paid time off for 13 holidays, vacation and sick leave, and a personal day.

Vacation leave is accrued based on the number of hours worked, so is not a lump sum, but is earned over time. Employees are eligible to use vacation leave after six months of employment (prior commitments negotiable). For the first two years, employees earn up to two weeks of vacation leave per year. The number of weeks of vacation leave increase with years of service.

There are thirteen paid holidays annually plus one Personal Day that is in addition to vacation

Employees pay into Social Security.
Medical insurance and a separate dental plan are available at the employee’s option. LCLS pays 85% of the cost for the medical and dental insurance premiums and the employee pays the remaining 15%.

A deferred compensation plan, prepaid legal services agreement, vision coverage, and other supplemental insurance options are also available at the employee’s expense. Employees may join the YMCA without an initiation fee. Employees may join the Cheyenne-Laramie County Employees Federal Credit Union.

*LCLS is an equal opportunity employer. We support and adhere to the tenets of the Americans with Disabilities Act. LCLS is an at-will employer. LCLS provides a drug-free workplace for its employees in accordance with the requirements of the US Drug-Free Workplace Act of 1988. Hiring is contingent on a post-offer background check.*