

**Assistant Branch Manager/Circulation Manager  
Permanent, Full-Time  
New Bern-Craven County Public Library**



**Craven-Pamlico Regional Library  
invites applications for the position of:**

**Assistant Branch Manager/Circulation Manager  
Permanent, Full-Time  
New Bern-Craven County Public Library**

**SALARY:** \$36,774.00

**OPENING DATE:** 10/12/21

**CLOSING DATE:** Until Filled

**POSITION OVERVIEW:**

**\*\*To be considered for this position, you must attach a cover letter and resume to your CPRL online application and email to [hr@cpcri.org](mailto:hr@cpcri.org) with Outreach-Children in subject heading. \*\***

The New Bern-Craven County Public Library seeks a dynamic, creative, and forward thinking professional to fill the role as our Assistant Branch Manager. This position assists the Head Librarian in the administration of the library and manages the Circulation Department. Responsibilities include performing specialized tasks related to the circulation of library materials and answering patron inquiries in person and on the phone. Duties require supervisory skills, independent judgment, and independent action. Work is performed under the general supervision of the Head Librarian.

**Duties:**

- Assists the Head Librarian in all facets of administration and supervision of the library
- Assumes responsibility for the library in the Head Librarian's absence
- Exercises decision-making skills in library operation, collection management, and patron and staff issues
- Performs complex professional and administrative work preparing required and requested reports and related work as apparent or assigned
- Communicates system priorities, decisions, and policies to staff in a timely manner
- Manages the Circulation Department, supervising full-time, part-time, and temporary staff
- Assists in hiring staff, providing training, and conducting performance reviews
- Creates daily staffing schedules to ensure appropriate coverage for the department
- Coordinates schedules and assignments that make efficient, effective use of staff resources
- Reconcile cash drawer and prepare bank deposits as necessary
- Supervises the circulation of library materials, including new patron registration, reserving books, processing overdue notices, and shelving of library materials
- Resolve disputes with patrons concerning overdue, lost, and damaged items, directing unresolved issues to the Head Librarian as necessary
- Provides reference and reader's advisory services, utilizing the library's print and digital collections

- Responsible for collection development of assigned collections, including evaluating, ordering, and weeding of materials
- Assists with promoting the love of reading and the marketing of library resources and services through individual assistance, displays, and promotional materials
- Oversees and coordinates the dissemination of information via Social Media platforms
- Performs community outreach to promote public participation and use of library services
- Develops and maintains effective working relationships with the public and community
- Interprets for staff and ensures the enforcement of library policies and procedures
- Shares responsibility with the other managers for the delivery of excellent customer service
- Collaborates with other library managers and departments on special projects that support the library's strategic goals and initiatives
- Perform other duties as assigned.

### **Supervisory Responsibilities**

- Manages and monitors work performance for a regular group of employees
- Makes decisions on hiring and disciplinary actions in collaboration with the Head Librarian
- Evaluates program/work objectives and effectiveness
- Realigns work and staffing assignments, as needed

### **Knowledge, Skills, Abilities, and Competencies**

- Thorough knowledge of the principles, practices, and techniques of modern library operations
- Thorough knowledge of library ILS programs and hardware applications in a library
- Strong technology skills, ex. Word, Excel, library specific applications, and databases
- Excellent interpersonal, communication, and customer service skills
- Ability to build and maintain positive, productive relationships with staff, peers, colleagues, and the public
- Ability to lead and motivate staff while fostering mentoring relationships
- Ability to create vision and goals on a local level that support larger organizational goals
- Ability to demonstrate a high degree of adaptability and good problem-solving skills
- Confident self-starter who has the ability to work both independently and with a team

### **Qualifications:**

Master of Library Science degree from an ALA accredited library school or an MLS from one of North Carolina's regionally-accredited programs and a minimum of 3-5 years of progressively responsible experience in a public library setting, including administrative and supervisory duties.

### **Preferred Experience, Skills, and Training:**

- Managerial and/or supervisory experience
- Excellent written and oral communication skills
- Excellent customer service and technology skills
- Experience working with a diverse clientele
- Experience with building community partnerships and providing community outreach

### **Special Requirements**

- Must obtain North Carolina Public Librarian Certification within six (6) months
- Valid driver's license in the State of North Carolina

### **Work Schedule:**

Exempt position. This is a 40-hour a week position, including nights and weekends.

**Salary & Benefits:**

Expected Hiring Range: \$36,774.00-\$37,669.00

Includes holiday pay. Sick and vacation leave accrual after a 6 month probationary period. Position is eligible for the NC Local Governmental Employees' Retirement System.

**To Apply:**

Please submit a completed Craven-Pamlico Regional Library application, cover letter, resume, and three professional references to [hr@mycprl.org](mailto:hr@mycprl.org), with NB Asst. Manager in subject heading.

Applications may be mailed also to:

**Attn: Human Resources**

**New Bern-Craven County Public Library**

**400 Johnson Street**

**New Bern, NC 28560**