

Branch and Community Engagement Manager - Full Time (Albany Branch)

The **Branch and Community Engagement Manager** role is designed to serve the unique needs of our larger library communities including the provision of a broad range of library services and a dedicated focus on community development efforts that highlight the library as a robust community partner. The role has overall responsibility and accountability for all functions of the library location. This includes the management/oversight of public service operations including circulation, adult services, youth and teen services, community engagement, outreach, programming, and coordination with other HPL departments. This position is also accountable for training, scheduling, and evaluating staff and assists in short-term and long-term planning for the location. You will work to develop community partnerships and programming efforts in collaboration with the team, ensuring that the branch is viewed as a hub for the community and the programming space is used by them. This position ensures the highest level of service is provided by staff to all customers. Weekly schedule includes evening and weekend shifts in rotation.

RESPONSIBILITIES INCLUDE:

Branch Operations and Management

- **Presentation** - Ensures that branch shelving, book displays and marketing signage, both print and virtual, are in accordance with the system-wide marketing strategies.
- **Facility** – Is attentive to facility/building issues for proper branch operations; communicates with Facility Manager when required. Routinely evaluates space needs and adjusts use of existing space as needed; recommends any alterations in existing building.
- **Safety** - Ensures safe conditions for staff, public and building operation. Takes appropriate action in building emergencies.
- **Customer Service** – Emphasizes customer engagement and satisfaction as service priority. Responds appropriately to sensitive, confidential and/ or controversial inquiries or complaints and other matters related to branch. Sets expectations using customer service guidelines. Fosters a positive environment to ensure welcoming and effective customer service. Regularly check in with the Assistant Branch Manager to support and discuss customer service concerns.
- **Library visits** – Takes proactive efforts to increase activity and library card registrations.
- Provides oversight/guidance with room reservation process and planning its use by community.

Reporting and Fiscal Management

- **Fiscal Responsibility** – Monitors branch budgets, meets fiscal expectations; ensures POS transactions are properly recorded and delivered to the business office.
- **Ordering** - Ensures all equipment, materials and supplies are ordered to meet required inventories.
- **Collections** – Supervises collection development based on needs of community and library, on objectives and policies of library, and in keeping with budgetary limitations.
- **Statistics/Metrics** – Collects and analyzes statistics; adapts to trends and organizational objectives. Work with Assistant Branch Manager to collaboratively gather data.
- **Reporting** - Develops and delivers clear and concise reports and presentations to senior HPL management as needed.
- Prepares library grant requests to state and federal governments, and private funding sources, seeking grants that will support the added programming afforded by the additional programming space/spaces.

Staff Management

- **Human Resources** – Provides effective leadership, direction, and supervision to staff. Continuously manage staff performance including tracking of progress against objectives and responsibilities. Apply work rules, policies and guidelines of union contract and employee handbook.

- **Staff Development** – Identifies areas for improvement and recommends continual professional development and growth opportunities.
- **Schedule** - Coordinates work assignments, schedules, and training.
- **Team Building** – Sustains a healthy and cohesive work environment.
- **Communication** – Effectively convey information and expectations to staff in a timely fashion and work towards developing opportunities for staff feedback and open discussion. Strives for a strong understanding of systems and technologies to provide staff training and support.
- **Organizational Goals** – Understands and supports Library’s mission and values; adapt services to support strategic plan.
- Supervises Assistant Branch Manager, providing management guidance and utilizing excellent communication regarding branch programs, community partnerships and room reservations.

Service Delivery

- **Programming** - Develops, coordinates, and implements a comprehensive slate of programming based upon identified needs of the community. Promotes both branch and systemwide programming through communications, print and virtual signage.
- **Resources** – Maintains a thorough knowledge of informational materials in a variety of formats including electronic.
- **Community Connections** - Promotes the branch through community and private sector contacts, marketing efforts, outreach, and personal contact with customers in order to determine the needs of the community.
- **Partners** - Develops and manages effective relationships and partnerships with key stakeholders including staff, community organizations, municipal agencies, schools, and Hartford residents.
- Advocate for the Library and its services in the community. Represent the library at local NRZ meetings and other relevant community meetings.
- **Organizational Goals** – Understands, supports, and positively reflects Hartford Public Library's mission, vision, and values to staff and the public. Adapt services to support strategic plan.
- Develops partnerships seeking to bring both collaborative programming and resources that meet community needs using the branch’s physical space and resources. Ensure the branch is seen by the community as a hub and go to place for services and programs.

Other duties as assigned

The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

EDUCATION AND EXPERIENCE/QUALIFICATIONS:

- Master’s in Library and Information Science from an ALA accredited University or a Master's in Education, Social Work, Psychology, or other relevant field of study is required. If a candidate does not possess a Master’s or has a Master’s Degree in progress, they must be willing to complete MLIS program within three years of hire date.
- Minimum of one year, preferably three years, of increasingly responsible leadership experience, in a public library and/or non-profit organization
- A minimum of one year, preferably three years, of staff supervisory experience required, including performance management of direct reports.
- Successfully demonstrated commitment to providing consistent, high-quality public service to a diverse population.
- Knowledge of the neighborhood in which the branch is located and its community.
- Knowledge of the principles, practices and techniques of modern library operation and administration.
- Knowledge of and background in various types of informational materials in a variety of formats including electronic.
- Strong commitment to working in a team environment is required.
- Required proficiency in Microsoft Office suite of products.

- Ability to provide welcoming and effective customer service.
- Ability to establish and maintain effective working relationships with individuals and groups, both professional and non-professional, co-workers, management personnel, the public and others.
- Strong written and verbal communication, listening, organization and priority setting. Strong public relations skills.
- Ability to work in a fast-paced environment and juggle multiple priorities.
- Ability to think quickly, assess a situation and make a sound decision.
- Ability to create clear and concise reports, and to deliver them orally to a wide variety.
- Ability to deal effectively with elected officials, and other public constituencies.

PHYSICAL DEMANDS / WORK ENVIRONMENT:

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to maintain composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods of time.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

What we offer employees:

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life. We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning
- Early Literacy
- Adult education classes and support
- Career Certification, GED

- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

To Apply: Please email resume and cover letter to hpljobs@hplct.org reference “**Branch and Community Engagement Manager – Albany**” in the subject line of your email.

Hiring Range: \$65,449.28 - \$74,538.88 DOE.

Hartford Public Library is an Equal Opportunity Employer.