Position Description – Staff

Title:	Kelleys Island Branch Manager
Department:	Administration
FLSA Status:	Nonexempt
Employment Status:	Part-time
Classification:	Manager
Supervisor's Title:	Executive Director
Positions Supervised:	Volunteer Branch Staff
Fiscal Responsibility:	No
Last Revision:	October 2026

GENERAL SUMMARY

The Kelleys Island Branch Manager oversees the daily operation of the Kelleys Island Branch of the Sandusky Library, ensuring that the branch provides welcoming, reliable, and responsive library services to the community. The position works collaboratively with the Volunteer Coordinator to schedule and maintain adequate volunteer staffing, supports the maintenance and safety of the branch facility, and works collaboratively with the Library's department managers to develop and promote programming, collections, and resources appropriate to the needs and interests of Kelleys Island residents and visitors.

The Branch Manager serves as the on-site, primary point of contact for branch operations, communicates regularly with the Executive Director and main library department managers, and works independently to maintain effective branch services within the scope of the position.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of principles and practices of library science, library services, and customer service.
- Knowledge of library materials, technology, programming, and resources.
- Knowledge of effective staff training, supervision, and volunteer coordination methods.
- Skill in providing exemplary customer service and fostering a welcoming library environment.
- Skill in organization, communication, problem-solving, and prioritizing responsibilities.
- Ability to work independently and with co-workers in a wide variety of situations with minimal supervision.
- Ability to train, guide, and support volunteer staff in the delivery of library services.
- Ability to identify and communicate facility maintenance, safety, and operational concerns.
- Ability to develop and support programs, outreach activities, and promotional initiatives in collaboration with Library staff.
- Ability to establish positive working relationships with community members, volunteers, and local organizations.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Maintains respect for confidential information at all times.
2. Oversees the daily operation of the Kelleys Island Branch and the delivery of library services in accordance with Sandusky Library policies, procedures, and service standards.
3. Serves as the primary point of contact for branch operations, communicating regularly with the Executive Director and appropriate main library staff regarding branch needs
4. Provides reference, reader's advisory, technology assistance, circulation, and other library services to

individuals and groups, as needed.

5. Monitors branch operations, patron feedback, and service needs to identify opportunities to improve the patron experience, service delivery, and efficiency.
6. Maintains a welcoming, orderly, clean, and safe environment for patrons, volunteers, and staff, including conducting Library tours and providing information about Library services and resources, as appropriate.
7. Oversees the Volunteer Coordinator and volunteer branch staff, including providing direction, orientation, training, coaching, and ongoing support; establishing clear expectations; and addressing staffing concerns, performance issues, and training needs in collaboration with the Executive Director.
8. Works with the Volunteer Coordinator to support effective volunteer recruitment, scheduling, communication, and branch coverage, while fostering a positive and collaborative volunteer environment.
9. Monitors the condition, cleanliness, safety, and general maintenance needs of the branch; identifies and reports building, equipment, technology, and facility concerns to appropriate Library staff.
10. Coordinates, as directed, with Library staff, vendors, contractors, and service providers to facilitate the resolution of maintenance and operational concerns, communicates urgent facility, safety, or security issues promptly, and performs light housekeeping as necessary.
11. Collaborates with main library department managers to identify, develop, schedule, and promote programs, services, collections, and resources appropriate to the Kelleys Island community.
12. Assists with the development and presentation of branch programming and outreach activities for adults, children, families, and other community audiences, coordinating with main library department managers to obtain program support, materials, promotional content, and other resources.
13. Identifies community interests, needs, and opportunities to inform the development of Library programs, services, collections, and resources, and provides input regarding the selection, maintenance, and promotion of library materials appropriate to the branch's audiences and available space.
14. Develops and maintains positive relationships with community organizations, schools, local agencies, and other groups to support outreach and engagement; represents the Kelleys Island Branch and Sandusky Library at appropriate community events and activities.
15. Assists with the promotion of branch programs, services, resources, and activities through approved Library communication and marketing channels.
16. Maintains accurate branch records, including volunteer information, program information, operational concerns, statistics, and other reports as assigned; assists with the preparation and submission of information requested by the Executive Director, Assistant Director, or department managers.
17. Participates in meetings, training, and professional development activities, as appropriate to the position.
18. Supports the vision, advances the mission, and embodies the core values.
19. Complies with Sandusky Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the position, including, but not limited to, work scheduling and attendance, customer service, use of Library property, technology use, personal conduct, and confidentiality.
20. Performs other duties as assigned.

POSITION QUALIFICATIONS

- Education: High school diploma or equivalent is required. Associate's or bachelor's degree in library science, a related discipline, or relevant experience is preferred.
- Certifications or licensure: None.
- Years of relevant experience: Previous library, customer service, volunteer coordination, community service, or related experience is preferred.
- Years of experience supervising: Previous experience training, coordinating, or supervising staff or volunteers is preferred. Valid driver's license, automobile insurance, and reliable personal transportation are required.

COMPETENCIES – STAFF

1. Adaptability 2. Communication 3. Customer service 4. Innovative 5. Project management	6. Patron awareness 7. Organized 8. Problem solving 9. Teamwork 10. Accuracy 11. Community engagement

PHYSICAL DEMANDS AND WORKING CONDITIONS

1. The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which include the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
2. Requires significant periods of standing, bending, and walking.
3. The noise level in the work environment is usually quiet.
4. This position is performed in an office setting, although off-site meetings in various settings occur.
5. Lifting light objects up to 50 pounds and carrying them short distances [50 feet or less] is required. Pushing library carts weighing up to 150 pounds is required.
6. Working irregular hours, including evenings and weekends, is required.
7. This position is performed primarily at the Kelleys Island Branch, with occasional travel to the main library or other locations for meetings, training, programming, or other work-related activities. Occasional overnight travel may be required.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description. Reasonable accommodations will be made for persons with disabilities covered by the Americans with Disabilities Act [ADA] in accordance with its requirements.