

## Realistic Job Preview: Library Branch Coordinator

### About Fairfax County

Fairfax County offers a wide range of excellent business and employment opportunities, attractive housing options, an abundance of recreational opportunities, with proximity to Washington, D.C., mountains to the west and the beaches to the east.

Once a farming community adjacent to the nation's capital, today Fairfax County is the largest jurisdiction in the Washington area and contains some of its most desirable residential communities.

For more about living and working in Fairfax County, see [www.fairfaxcounty.gov](http://www.fairfaxcounty.gov).

### About the Fairfax County Public Library

The Fairfax County Public Library is one of the largest library systems in the United States. The library consists of 23 branches with a collection of over 2.3 million items.

For more about the library, see –

- The library's website: [www.fairfaxcounty.gov/library](http://www.fairfaxcounty.gov/library)
- Fact sheet: [www.fairfaxcounty.gov/library/aboutthelibrary/factsht](http://www.fairfaxcounty.gov/library/aboutthelibrary/factsht)
- Strategic plan: [www.fairfaxcounty.gov/library/news/strategicplan.pdf](http://www.fairfaxcounty.gov/library/news/strategicplan.pdf)

### About the Position

Under the direction of the Deputy Director for Customer Services, two Branch Coordinators provide leadership and support for the library's 23 branch managers. Working in close cooperation with each other, they ensure county and library policies, procedures, and best practices are followed in delivering high-quality, high-impact, customer-focused library service. Each Branch Coordinator directly supervises 11 or 12 branch managers.

The Branch Coordinators serve on the library's senior management team. Along with the Deputy Director for Customer Services, the Deputy Director for Support Services, and the Library

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[www.fairfaxcounty.gov/library](http://www.fairfaxcounty.gov/library)



Fairfax County Public Library  
12000 Government Center Pkwy.  
Suite 324  
Fairfax, VA 22035



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Reasonable accommodations will be  
made upon request. Call 703-324-8380  
or TTY 703-324-8365.

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Technology Manager, the Branch Coordinators provide information, insight, and counsel to the Library Director in the top-level management of the library.

The Branch Coordinators with support and guidance of senior library leadership provide the essential front-line operational direction and support for the library system's branches. Their work builds the cooperative structure and communication that translates senior leadership's strategic objectives into the framework for inspired action by the library's tactical leaders. Further, branch perspective and potentially impactful operational issues are communicated through the Branch Coordinators, ensuring continuous flow of information.

The principle duties and functions of the Branch Coordinator include:

- Hires, trains, supervises, coaches and appraises 11 or 12 branch managers.
- In coordination with Library Human Resources, resolves staff and personnel issues.
- Identifies skill gaps and recommends or leads developmental activities.
- Coordinates policy development and procedures implementation.
- Liaison between branch staff, library administration, and other county agencies.
- Oversees general branch operations and indirectly supervises all branch staff.
- Leads library committees and working groups as assigned.
- Prepares reports and responds to information requests from the Library Board of Trustees, the Library Director, and other county agencies.

## **Opportunities and Challenges**

Major opportunities will be at hand for the library during the next year. Later in 2015, the library will welcome a new Library Director. In 2015 and 2016, the library will undertake a customer survey to solicit strategic vision and objectives from all the library's stakeholders. The Branch Coordinators will have the opportunity to help develop new long term goals and plans to as a new strategic plan is developed. As one of the largest library systems in the country, this work could set the pace for the library profession for the next quarter century.

During this same timeframe, Fairfax County faces significant economic challenges which may drastically affect the county's ability to fund the library consistently and at the same level. As

part of the library's senior management team, the Branch Coordinators will be at the forefront of developing and implementing the library's comprehensive response to these challenges.

Finally, as with most library systems worldwide, response to the rapid changes in technology and customer expectations require the library to carefully consider the future direction of library services and become a flexible/adaptable culture that can respond quickly to customer demands within existing resources.

## **About the Candidate**

The ideal candidate for this position brings a proven track record of development-based management combined with an innovative vision of librarianship and library service.

The ideal candidate:

- Has five or more years of supervisory experience working with professional, managerial-level librarians.
- Has demonstrated success in developing and motivating professional staff.
- Is an articulate communicator, able to translate high-level objectives into actionable goals and tasks.
- Is a skilled, inspiring mentor, able to bring out the best from both experienced, seasoned managers as well as newly-appointed, developing managers.
- Is a thoughtful, agile, and innovative change manager, able to resolve competing interests to honor the library's legacy while positioning it for a successful future.

The Branch Coordinator must:

- Model agile leadership qualities: adaptable, inspirational, business-savvy, collaborative, consultative and accountable.
- Be aware of county governmental structure and the relationships of partner agencies and external environment and culture.
- Work effectively with senior management and front-line supervisors, as well as peer-level department supervisors and staff of the library and other county agencies.

- Monitor and guide multiple simultaneous projects and long-term tasks under varying time and resource constraints.
- Think and act in a results-oriented style aligned with the county’s ethical standards and the library’s goals and objectives.
- Anticipate, facilitate, and manage change.
- Demonstrate a dedication to professional development.
- Be customer-centered and customer-focused.

### **Education and Experience**

The candidate must possess a Master’s-level degree (MA, MS, or MLS) in Library Science or Information Science from an American Library Association accredited institution. The candidate must have at least five years of professional library experience including two years in a supervisory capacity in a public library.

### **Special Requirements**

The successful candidate must acquire a Professional Librarian’s Certificate from the Library of Virginia within six months of employment.

### **Compensation and Benefits**

Starting salary is negotiable within the range of \$69,028.54 to \$92,038.13, depending on the qualifications and relevant experience of the successful candidate. The full salary range for this position is \$69,028.54 to \$115,048.13. Fairfax County Government’s total compensation package includes:

- Defined benefit retirement system and deferred compensation program option;
- Outstanding and affordable health, dental, and life insurance plans;
- Generous paid holiday schedules and leave programs.

Benefits information is available at [www.fairfaxcounty.gov/hr/morethanpaycheck.htm](http://www.fairfaxcounty.gov/hr/morethanpaycheck.htm)

<b>Core Function</b>		<b>Definition of Core Function</b>
1	Hires, trains, supervises, coaches & appraises eleven or twelve branch managers	Prepares interview questions and desired responses; coordinates and leads interview panels; provides day-to-day supervisor and support; participants in annual performance appraisals and prepares career development plans as well as on-going coaching.
2	Employee Relations	In conjunction with Library Human Resources, provides guidance and support on coaching and performance management, staffing, disciplinary matters, referrals to the Employee Assistance Program or Alternative Dispute Resolution. May act as mentor/coach.
3	Identifies skill gaps and recommends or leads developmental activities	In conjunction with training coordinator may recommend or develop additional training opportunities for branch managers or their management teams.
4	Coordinates policy development and procedures implementation	Works with other library departments/and or senior management in piloting a program or pulling together a small task group. May help with editing and developing policy documentation or preparing FAQs.
5	Acts as liaison between branch staff and library administrative staff and where appropriate, other County agencies	Through library management, branch manager meetings, in-branch formal/informal visits with branch manager and line staff seeks input on issues that affect customer service, safety, outreach, personnel and building security.
6	Oversees general branch operations and indirectly supervises all branch staff	Visits branches and attends several branch management meetings per location per year. Develops working relationships with branch management teams.
7	Facilitates meetings	Chairs library committees and working groups as assigned
8	Communicates effectively with staff verbally and in writing	Prepares reports and responds to information requests from the Library Board of Trustees, the Library Director, other library departments and county agencies.