

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Adult & Information Services Manager**

Dept.: **Public Services – Outreach, Programs and Services**

Reports to: **Director of Outreach, Programs and Services**

Effective Date: **Revised August 2022**

Job Code Number: **20734**

Grade Number: **22, Non-represented**

FLSA Status: **Exempt**

General Position Summary:

Responsible for planning, managing, and evaluating system-wide public programming, partnerships, and service delivery in assigned areas. Supervises a team of employees including librarians, coordinators, and a program assistant that manage:

- civic and cultural programming for adults
- the Ask KCLS call center/email
- information services
- health and social services
- services to older adults
- business and entrepreneur support

Collaborates with other service area leads, Librarian and Information Services Managers, and Operations Managers in planning and guiding the work of Adult Services Librarians and Public Services Assistants across the system. Develops an adept, collaborative, and resilient team; manages individual and team performance. Builds and maintains strong and collaborative relationships with colleagues across KCLS. Contributes to the development of the organization's strategic direction. Develops and executes plans which advance system goals. Cultivates a social impact and systems change mindset in responding to complex issues in a changing environment.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Select, coach, develop, and manage performance for members of Adult and Information Services team.
2. Develop strategic programmatic direction in assigned areas in coordination with key stakeholders. Research and monitor trends both within and outside of the public library field. Put in place changes and enhancements as required.

3. Oversee the development of responsive, coordinated, and innovative programming, services, and large-scale library events. Ensure that the Library's standards for evaluation are consistently applied in the development and execution of these efforts.
4. Cultivate and manage relationships with key community partners and leaders at a system level that align with the strategic priorities of KCLS and address local needs and interests while centering the most impacted communities.
5. Collaborate with and support regional and library-based management teams with direct-report staff who provide patron-focused library programs and services in assigned areas.
6. Advise and build competencies in library colleagues to deliver and assess diverse, equitable, and inclusive library programs and services that are responsive and community led.
7. Manage and maintain excellent internal and external customer service. Interpret library policies and procedures to library colleagues and the public, and respond appropriately to sensitive or controversial inquiries or complaints related to assigned library services.
8. Participate in the creation and communication of the vision and strategic priorities of the Library.
9. Collaborate with other KCLS departments to launch new initiatives, and develop system-wide service plans that align with strategic priorities. Provide support to regional service plans.
10. Plan and track assigned budgets. Ensure accurate administrative record keeping and reporting.
11. Ensure the effective use of resources by planning, organizing, monitoring, evaluating and measuring impact against service objectives. Research and prepare monthly and periodic reports as required or requested.
12. In collaboration with Grants Administrator, write internal and external grants to seek support for library programs in service areas. Report to funders on grant progress. Evaluate impact of grant activities.

**Secondary Duties:**

1. Attend and actively participate on various internal and external committees.
2. Initiate, participate, and collaborate in the library profession beyond KCLS; maintain professional expertise in order to provide relevant public service.
3. Perform other duties as assigned.

**Core Competencies:**

**Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

### **Customer Focus**

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

### **Ethics, Values and Judgement**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

### **Professional and Technical Knowledge**

Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

### **Coaching and Counseling**

Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

### **Managerial Courage**

Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

### **Communicates Effectively**

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

### **Building Effective Teams**

Blends people into cohesive teams that apply their diverse skills and perspectives to achieve common goals; creates and supports strong morale and a healthy work environment.

### **Vision and Strategic Thinking**

Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

## DESIRED MINIMUM QUALIFICATIONS

### Education/Experience:

- A college degree from an accredited program.
- Four or more years' progressive supervisory/management experience in a public library system, nonprofit, municipality, or community college:or
- Any combination of relevant education, training, or experience sufficient to perform the essential duties of the job.

## SPECIAL REQUIREMENTS

Valid Washington State Driver's License.

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is up to constantly using hands in conjunction with frequent finger use and frequent typing. This typing may be repetitive up to occasionally. Up to constantly sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms. The employee will occasionally lift to 10 pounds and seldom up to 20 pounds.

## WORK ENVIRONMENT

The job is performed indoors in a library setting and in the community, and includes work at a PC monitor. Incumbent will occasionally work evenings and weekends and must be available for early morning and/or evening meetings, and able to serve on-call. Work involves travel between libraries. Extended periods of standing are occasionally required. Encounters situations that involve behavioral issues. The position involves frequent interruptions with maximum flexibility required. Incumbent may be permitted hybrid telework schedule upon request.

### **Advancement Opportunities:**

- **Library Regional Manager**
- **Director of Outreach, Programs and Services**
- Other management classifications.

The duties listed above are intended only as illustrations 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, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR

Latest Revision: August 2022