

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

Title: **Circulation Automation Supervisor**

Dept.: **Collection Management Services**

Reports to: **Circulation Manager**

Effective Date: **Revised August 2022**

Job Code Number: **20307**

Grade Number: **18, Represented**

FLSA Status: **Exempt**

General Position Summary:

Manages the technical and mechanical aspects of circulation systems such as Automated Material Handling (AMH), tote check-in, and patron holds lockers. Provides community library and public informational support. Develops and conducts training for staff on the automated system. Oversees ongoing effectiveness of the library staff-user experience of the AMH system and its successful and reliable performance. Provides project leadership through concept, design, procurement, implementation and installation of automation systems.

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. Coordinates circulation automation troubleshooting and serves as primary contact for circulation automation support and as liaison to staff, community libraries, and vendors.
2. Understands patron needs and impact to patron of system changes; including accessibility.
3. Provides data around usage of circulation automation systems.
4. Evaluates operations and effectiveness of circulation automation systems and use of such by the public at individual libraries. Identifies maintenance and operational needs and develops training and support for staff
5. Supervises AMH Service Specialists, including training, scheduling, coaching, and monitoring and assisting with hiring and evaluating.
6. Plans and coordinates development and design of library circulation automation systems and processes. Develops strategies for implementation and upgrades.
7. Coordinates library circulation automation impact with KCLS departments, staff, and senior leadership to implement projects and services.
8. Ensures that automation systems are developed and delivered in compliance with KCLS policies and standards, and meets all required guidelines, regulations and budgetary constraints. Proposes annual automation budget.
9. Maintains up-to-date knowledge of new library automation trends and best-practices in accordance with the overall strategic plan and long-term vision of library circulation automation at KCLS.
10. Develops and maintains strong partnership with appropriate stakeholders within library operations including regular site visits.
11. Performs maintenance and repairs on circulation equipment including, but not limited to, automated materials handlers, patron holds lockers, and tote lifting equipment.

### Secondary Duties:

1. Participates as a member of the CMS Leadership Team.
2. Participates in activities such as committee work, training, staff meetings, etc.
3. Performs other related 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.

#### **Organizing and Planning**

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

#### **Decision Quality**

Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of

outcome. Responds promptly and appropriately in crises situations.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Education resulting in a degree or certificate in technology, mechanical engineering, information science, or a closely related field;
- Two years of progressively responsible work experience relating to customer service combined with project management;
- Or an equivalent combination of training and experience that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.
- Experience supervising others and implementing large projects in teams is preferred;

## SPECIAL REQUIREMENTS

Valid Washington State driver's license.

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands to grasp objects, computers/office tasks and materials. Frequently required to stand and walk and reach out with hands and arms, frequent neck and waist twisting. Frequently bending and squatting to inspect lower items and occasionally kneels. Will seldom crawl to access crawlspaces will occasionally climb ladders to access roofs or higher locations. The employee will seldom lift up to 100 pounds and occasional lift up to 50 pounds and frequently 20 pounds. Will push/pull carts and various items using light to moderate force.

## WORK ENVIRONMENT

Most work is performed in a standard office setting with frequent fieldwork required. The noise level in the work environment is usually quiet to moderately noisy. Work involves risk of electrical shock and near moving mechanical parts. Work has a varied schedule, which may change periodically, including evenings, and weekends. The incumbent maintains an on-call status and responds to maintenance emergencies.

## ADVANCEMENT POSSIBILITIES

Circulation Manager

Other positions depending on education and experience

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