General Position Summary:

Serve as an authority on all aspects of circulation services, including circulation policies and procedures. Work with the Library Operations Leadership team to support library staff across KCLS to ensure a positive experience for patrons as it relates to the circulation of library collections. Prepare and compile a variety of statistics related to circulation and library use, analyze results, and make recommendations based on findings. Lead and participate in operational initiatives to support KCLS strategic priorities. Build and maintain strong and collaborative relationships across KCLS. Assist patrons directly as needed.

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. Communicate broadly across leadership and management teams to represent and address system-wide access needs. Contribute expert knowledge related to trends, issues and practices in KCLS use and circulation patterns to meet patron needs, evaluate and improve patron experience.
2. Define, plan, and manage priorities related to the staff and patron experience of system-wide circulation services.
3. In collaboration with ITS, support developing circulation features in the Integrated Library System, including data analysis, writing use cases and test scripts, implementation, evaluation, and change management.
4. Uphold the confidentiality and integrity of patron records through enforcement of circulation policies and practices. Collaborate with ITS to address data problems.
5. Serve as Circulation Manual owner to create, codify, implement, and administer circulation policies and procedures. Provide updates to staff as needed. Serve as an authority for communicating library circulation policies and decisions to the public and across the organization.
6. Coordinate system-wide circulation training with staff Learning and Development department. Update and modify training as needed.
7. Provide guidance and coaching to staff as they resolve concerns about patron accounts locally. Investigate and resolve patron concerns referred by branch management and staff for situations that cannot be resolved locally.
8. Serve as the Circulation liaison between managers, staff, the public and other agencies.
9. Coordinate projects that affect circulation services system-wide.
Secondary Duties:

1. Serves as a member of various committees, as assigned or required.
2. Provides backup to other related positions as needed.
3. Makes presentations to staff and decision-making groups, as assigned or required.
4. Prepares rooms for training programs.
5. Performs other related duties as assigned.

Core Competencies:

**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.

**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 from differences.

**Ethics, Values, and Judgment**
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

**Professional & 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 foster personal success and connections for others.

**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.

**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.

**Interpersonal Savvy**
Relates well to all kinds of people at all levels, both internally and externally; builds appropriate relationships; interactions are often purposeful and constructive.
Accountability
Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

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.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor of Arts degree from an accredited college.
- Four years of increasingly responsible public library experience.
- Or, eight years of any combination of relevant education, training, or experience sufficient to perform the essential duties of the job.
- Extensive knowledge of all circulation-related features in the Integrated Library System (Evergreen) and familiarity with Automated Materials Handling systems.
- Extensive knowledge and support of the ALA core values and code of ethics.
- Extensive experience with public library policies, procedures, and systems.
- Considerable experience working in front-line customer service roles.
- Considerable experience working with Integrated Library Systems and other library technology and resources.
- Working knowledge of budgeting processes.

SPECIAL REQUIREMENTS

Valid Washington driver’s license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and typing, this typing may be repetitive up to frequently. Frequently 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 will seldom push/pull carts using light force.

WORK ENVIRONMENT

Work is performed in a normal office environment. Frequent sitting and extensive PC monitoring work is required. May encounter situations that involve behavioral issues. Travel within the service area is required.
Advancement Possibilities: (depending on education and experience)
Assistant Managing Librarian
Managing Librarian
Associate Director

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