

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Information Services Coordinator**

Dept: **Library Outreach, Programs, and Services**

Reports to: **Community Engagement and
Economic Development Manager**

Effective Date: **Revised February 2020**

Job Code Number: **10259**

Grade Number: **21, Represented**

FLSA Status: **Exempt**

General Position Summary:

Manage the staff, operations and budget of the Ask KCLS service point. Under the guidance of the Community Engagement and Economic Development Manager, provide development, administration, and supervision of Information Services programs and initiatives. Provide services in support of the KCLS mission, vision, strategy, and goals. Perform a variety of administrative and professional work in developing, planning, organizing, managing, coordinating, facilitating, training, and evaluating a variety of information services related programs and activities. Undertake special projects in cooperation with other staff members.

Essential Duties/Major Responsibilities:

1. Provide overall leadership including planning, budgeting, coordinating, evaluating, and supervising the staff and activities of Ask KCLS.
2. Supervise assigned staff including their selection, training and development, performance evaluation, disciplinary actions, managing and approving payroll time entries and leave requests, and other human resources issues.
3. Oversee the establishment of standards, methods, and technical specifications for developing and maintaining content and services related to Ask KCLS and system-wide information service, including reference referral. Supervise the reporting, recording, and analysis of data to ensure consistency, accuracy, completeness, and relevance to system goals and objectives. Track, analyze, and provide feedback on trends to ensure accurate information and reporting of trends. Prepare a variety of studies, reports and related information for decision-making purposes.
4. Lead and/or assist in the design, implementation and evaluation of new services and programs to achieve program goals, objectives and performance measures consistent with KCLS quality, customer service and patron satisfaction, and information provision expectations. Coordinate with directors, managers, and other KCLS staff, as needed, to implement projects, services, and programs. Develop and monitor budgets.
5. In collaboration with the Information Services Managers, Adult Services Coordinator, and other stakeholders, identify and meet training needs related to information services for Librarians, PSAs, and information services providers. Partner with Learning & Development to create trainings and training plans.
6. Formulate and assess new service opportunities based on current trends and developments in the information marketplace.
7. Manage the timely and predictable implementation of new services including communication and support for staff and patrons.

8. Direct, facilitate and manage consultant and vendor relationships and contracts within area of focus. Guide staff in managing escalations to vendors to address patron needs.
9. Direct and/or develop policies and procedures in area of focus. Assess workflow within assigned area of focus on a short- and long-term basis and adjust/re-deploy staff as needed.
10. Develop and maintain cooperative working relationships with Service Center departments, community libraries and online communities. Support the facilitation of staff meetings.
11. Participate in strategic development of library services.
12. Provide knowledgeable and effective customer service on a wide spectrum of KCLS systems, including but not limited to remote information services platforms, the Ask KCLS phone system, the intranet, internet, ILS systems, 3rd party hosted services such as e-resource vendors, and social media and mobile applications.

Secondary Duties:

1. Participate in professional activities and presentations.
2. Attend KCLS meetings and serve on various committees.
3. 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 Judgement

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.

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.

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:

- Graduation from a four-year college or university with major coursework in a related field.
- Master's degree in library or information science, with 2 to 4 years' practical and progressive experience in managing library services.
- Or, any equivalent combination of education, experience and training that demonstrates the ability to successfully perform the duties of the position.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using fingers in conjunction with keyboarding and frequent grasping, this computer work may be repetitive up to frequently. Constantly sits and will occasionally stand, with seldom walking. Will frequently reach up to chest level with hands and arms. Neck rotation may be up to frequent to use multiple monitors. The employee will seldom lift to 35 pounds and seldom push/pull wheeled equipment using light force.

WORK ENVIRONMENT

Work is performed in a normal office environment. Work involves constant sitting and extensive close work (eyestrain) and PC monitoring. Work may involve evening and early morning meetings.

Advancement Possibilities:

Open depending on education and training

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