Title: Information Services Manager
Dept: Public Services
Reports to: Library Region Manager
Effective Date: Revised January 2020
Job Code Number: 20920
Grade Number: 19, Represented
FLSA Status: Exempt

General Position Summary:

Provides supervision to Public Services Assistant (PSA) staff and Public Services Specialist – Makerspace staff where applicable to ensure effective and efficient daily delivery of library and informational services. Coordinates with Operations Supervisors, Operations Manager and librarians to ensure effective and efficient daily library operations and information service provision. Supervises, mentors and supports assigned staff across the region to provide appropriate informational and readers' advisory services to the public. Provides professional assistance to patrons. Performs a variety of administrative tasks. Participates on the Region Management Team.

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. Hires, trains, mentors, evaluates, coaches and disciplines assigned staff across the region.
2. Works with librarians to support information service provision by assigned staff. Communicates and coordinates assigned staff activities across region with Operations Supervisors and Operations Manager. Ensures that assigned staff consistently apply policies and procedures.
3. Provides technology oversight for all classifications across the region with technology responsibilities.
4. Assist patrons with providing and responding to in-depth readers’ advisory, informational and specialty service questions.
5. Manages and approves payroll time entries and leave requests. Coordinates leave requests and daily schedule with Operations Manager on an ongoing basis.
6. Participates in and contributes to development and implementation of region goals and plans. Fosters the development of a cooperative work environment.
7. Promotes, educates and supports the principles of intellectual freedom with staff and patrons. Resolves related concerns or redirects to appropriate source.
8. Performs work of direct reports of informational and readers’ advisory services only, as needed.

Secondary Duties:

1. May serve as a person with responsibility for safe and efficient operations in an assigned
2. Resolves staff and patron incidents, problems, concerns and conflicts ensuring that Rules of Conduct are followed or redirects to appropriate source.
3. Participates in activities such as staff meetings, committee work and training.
4. Engages with the community and special population groups, as assigned.
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.

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.

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.

**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.

**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.

**DESIRED MINIMUM QUALIFICATIONS**

**Education/Experience:**

- Masters of Library Science degree from an American Library Association accredited school of Librarianship and Washington State certification as a Librarian.
- Evidence of training, experience, or study in a relevant functional area.
- Evidence of strong mentoring experience and/or training.

**SPECIAL REQUIREMENTS**

Washington State Librarian’s Certificate
Valid Washington State 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 and up to occasionally will bend. The employee will frequently lift/carry less than 10 pounds and seldom lift to 20 pounds up to maximum 35 pounds and seldom push/pull carts using light force.

**WORK ENVIRONMENT**

Job is performed in a library or community setting with some hectic or demanding situations. It includes work at a PC monitor. Extended periods of standing are required in some instances. Job involves working a varied schedule including evenings and weekends that may change periodically. Encounters situations that involve behavioral issues. Position involves frequent interruptions with maximum flexibility required.

**Advancement Possibilities:**
Librarian Services Manager
Other management or coordinator 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