Title: **Information and Librarian Services Manager**

Dept: **Public Services**

Reports to: **Library Cluster Manager – Bellevue**

Effective Date: **January 2014**

General Position Summary:

Manages the delivery of effective and efficient library services across a cluster consistent with KCLS standards, policies and service directives while being responsive to local community needs and interests. Supervises Librarian Services Supervisors and Supervising Public Service Assistant positions. Oversees the provision of services in the library, in the community and online. Participates on the Cluster 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, evaluates, coaches and disciplines direct reports.
2. Participates in strategic planning and oversees the implementation of strategic plans for cluster service area’s programs, services, events and collections.
3. Coordinates communication and implementation of policies, procedures, programs and projects.
4. Coordinates with system service coordinators for delivery of services across specialties.
5. Advocates on behalf of staff and patrons needs and interests at cluster and system levels.
6. As a member of the Cluster Management Team, participates in and contributes to the overall management of the cluster. Fosters the development of a cooperative work environment.
7. Manages and approves payroll time entries and leave requests for direct reports.
8. Tracks and monitors assigned budgets and produces reports.
9. Promotes, educates, supports and resolves issues regarding Intellectual Freedom principles with staff and patrons. Resolves related concerns or redirects to appropriate source.

**Secondary Duties:**

1. Resolves staff and patron incidents, problems, concerns and conflicts, ensuring that Rules of Conduct are followed, or redirects to appropriate source.
2.Initiates, participates and collaborates in the library profession beyond KCLS. Maintains professional expertise in order to provide relevant public service.
3. Participates in activities such as staff meetings, committee work and training.
4. Performs other related duties, as assigned.

**Communication:**

Incumbents have an on-going responsibility for interaction and communication with a broad range of people in all types of settings. Position interactions are regularly non-routine, complex and require extensive discussion or explanation. Keen communication and interpersonal skills are highly important to job responsibilities. Contacts may be within the library organization, with the general public, or with other agencies, volunteers, or organizations. Formal presentations may be frequent.

**Initiative:**

Position provides considerable guidance and facilitation of development of new programs across the cluster. Incumbents plan and develop direction for professional service delivery in compliance with KCLS overall policies and procedures. The job involves a high degree of complexity, with incumbents operating independently under minimal supervision for new or unusual situations or assignments. Work situations are recurring with frequent variations from the norm. Consideration of facts and options is required, but decisions usually have some precedent. Non-routine decisions may be subject to review.

**Accountability:**

Position is responsible for planning as a participant in group planning activities within the cluster, with service-based strategic planning at the facility and cluster levels. The position makes decisions that have impact across the cluster with impact primarily focused on professional service delivery in the library, in the community, and online. Supervisor occasionally monitors work. An error in work and/or judgment may adversely impact operational consistency; staff productivity; quality of collections; or service provision to patrons, resulting in loss of public support. Position has limited responsibility for system programs. Position provides budget development input and may be accountable for supply budgets.

**Leadership:**

Position is responsible for articulating the values and culture of the Library. This position is formally required to act as a role model for others, and to represent organization in a positive manner in the community.
DESIRED MINIMUM QUALIFICATIONS

Education/Experience:

- Requires a Master of Library Science Degree from an American Library Association accredited school of Librarianship, and Washington State certification as a Librarian.
- Typical way to obtain knowledge, skills and abilities is through minimum of eight years of certified librarian experience, with at least five years in a managing or supervisory capacity; or any equivalent combination of education and training that demonstrates the ability to successfully perform the duties of the position.

Necessary Knowledge, Ability and Skills:

- Extensive knowledge and support of the Intellectual Freedom principles.
- Thorough knowledge of management practices and principles.
- Extensive knowledge of public library systems, procedures, and policies particularly as they relate to a community library.
- Extensive knowledge of services, programs and materials available in public libraries.
- Extensive knowledge of the principles and practices of supervision, including human resources policies and procedures.
- Extensive knowledge of general library methods, practices, and techniques.
- Considerable knowledge of library computer systems and applications, including online databases, circulation and office software.
- Working knowledge of budgeting processes.

Ability to:

- Adapt to changing needs, recognize and set priorities, and plan, organize and direct the work of others.
- Use diplomacy and tact to establish and maintain long-term positive relationships with employees, peers, patrons and community.
- Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population and staff.
- Represent the concerns and issues of assigned staff to the management team.
- Select subordinate staff and direct their development.
- Interpret community needs and interests, and lead and facilitate the planning of appropriate library services.

Skill In:

- Using good interpersonal skills in a variety of situations and with a diverse patron and staff population.
- Analyzing problems and problem-solving.
- Group process and team work.
Making sound decisions based on in-depth knowledge of priorities, projects and plans.

- Using independent judgment and discretion in a wide variety of situations.
- Mentoring and supervising.
- Encouraging, supporting, and creating unique plans and solutions.
- Using resources and current library and office technologies relevant to the job duties.

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 frequently required to sit, talk, and hear; to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The job is performed indoors in a library setting and in the community, and includes work at a PC monitor. Job involves working a varied schedule, including evenings and weekends, which may change periodically. Work involves travel between clusters. Extended periods of standing are occasionally required. Encounters situations that involve behavioral issues. Position involves frequent interruptions with maximum flexibility required.

Advancement Possibilities:
Library Cluster Manager
Other Manager 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

Draft: 6/14/2013