

**KING COUNTY LIBRARYA SYSTEM**  
**Job Description**

Title: **Librarian Services Manager**  
Dept: **Public Services**  
Reports to: **Library Regional Manager**  
Effective Date: **Revised November 2018**

Job Code Number: **20910**  
Grade Number: **20, Represented**  
FLSA Status: **Exempt**

General Position Summary:

Provides managerial supervision and support to ensure the delivery of effective and efficient library services across a region consistent with KCLS standards, policies and service directives while being responsive to local community needs and interests. Manages librarians and oversees the provision of services in the library, in the community, and online. Provides direct library service as appropriate. Participates on the Region Management Team. This position devotes considerable effort to management of librarian staff and professional service delivery.

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 for region service area's programs, services, events and collections.
3. Coordinates daily operations of assigned functions including communicating and implementing policies and procedures, programs and projects.
4. Coordinates with system service coordinators for delivery of services.
5. Coordinates with other library and region managers regarding direct reports' work schedules in support of library operational and service needs.
6. Advocates on behalf of staff and patrons needs and interests at region and system levels.
7. Participates in and contributes to the overall management of the region. Member of the Region Management Team. Fosters the development of a cooperative work environment.
8. Manages and approves payroll time entries and leave requests for direct reports.
9. Tracks and monitors assigned budgets and produces reports.
10. 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. May serve as a person with responsibility for safe and efficient operations in an assigned facility.
3. Initiates, participates and collaborates in the library profession beyond KCLS. Maintains

professional expertise in order to provide relevant public service.

4. Participates in activities such as staff meetings, committee work and training.
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.

#### **Vision and Strategic Thinking**

Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

### **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:

Typical way to obtain knowledge, skills and abilities is through

- Masters of Library Science degree from an American Library Association accredited school of Librarianship, and Washington State certification as a Librarian.
- A minimum of three to five years of certified librarian experience, with at least three years in a supervisory capacity.
- Or, any equivalent combination of education and training that demonstrates the ability to perform successfully the duties of the position.

## 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

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 regions. Extended periods of standing are occasionally required. Encounters situations that involve behavioral issues. Position involves frequent interruptions with maximum flexibility required.

### Advancement Possibilities:

Regional 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