

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Librarian – Online Library Services**

Dept: **Online Library Services**

Reports to: **Manager, Online Library Services**

Effective Date: **Revised December 2018**

Job Code Number: **20714**

Grade Number: **18, Represented**

FLSA Status: **Exempt**

General Position Summary:

Develops, plans and coordinates multiple online programs and services in the assigned areas of information delivery. Performs a variety of technical tasks related to the provision of patron interfacing online services, including the various Online Public Access Catalogs (OPAC), web-based and hosted sites, social media and other digital library services. Serves as a department liaison for cross-department services. Provides staff and patrons with in-depth technological and informational assistance. Represents KCLS within larger online community which can be local, national or international.

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. Creates, develops and delivers relevant and timely online library services, programs and information. Ensures consistent message and brand.
2. Engages with the KCLS community and wider online community and special population groups through multiple delivery methods. Promotes the use of materials, services and programs to the community. Demonstrates continued relevance of public libraries to online population.
3. Identifies, understands and stays current with KCLS patron informational needs and interests.
4. Analyzes and evaluates the existing delivery methods and service needs through market research and surveys. Keeps usage statistics and creates reports.
5. Identifies future needs and trends for online services. Keeps informed of new relevant technology developments. Makes recommendations for new and enhanced services.
6. Provides vendor management.
7. Participates in community events and activities by providing information, making presentations, answering questions and discussing community needs for online services.
8. Assists and educates staff and patrons in the use of library technology resources. Responds to and resolves patrons' complaints and service requests. Interprets policies and procedures relevant to the assigned areas to patrons and staff.
9. Promotes, educates and supports Intellectual Freedom principles with patrons and staff. Resolves related concerns or redirects to appropriate source.
10. Collaborates with KCLS staff on projects and committees directly related to the assigned

areas.

Secondary Duties:

1. Assists with annual budget preparation.
2. Initiates, participates and collaborates in the library profession beyond KCLS.
3. Maintains professional expertise in order to provide relevant public service.
4. Perform 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.

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.

Dealing with Ambiguity

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

Organizing and Planning

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

Teamwork/Collaborating

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

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 Information Science degree from an American Library Association accredited school of librarianship and Washington State certification as a Librarian.
- Two to three years of recent work experience (within last four years) working with web and online technology (e.g., content management systems, electronic resources management, virtual reference services, social networking, etc.)
- Minimum one year experience writing and/or developing online content.
- Evidence of training or study in some relevant functional areas may substitute for work experience.

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 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 or telecommute location. Constant sitting includes extensive PC monitor work, extensive use of mobile devices (phone, tablets) and periodic travel

Advancement Possibilities:

Open depending of education and experience

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