KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Librarian Services Supervisor**

Dept: **Public Services** Job Code Number: **20911**

Reports to: **Information and Libr. Services Manager** Grade Number: **19, Represented**

Effective Date: **January 2014** FLSA Status: **Exempt**

General Position Summary:

Provides supervision and support to ensure 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 Librarians and Public Service Assistants. Oversees the provision of services in the library, in the community, and online. Provides direct library service as appropriate. Works closely with Information and Librarian Services Manager. 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 daily operations of assigned functions, including communication and implementation of policies, procedures, programs and projects.
4. Coordinates with system service coordinators for delivery of services for assigned specialties.
5. Coordinates with other library and cluster managers and supervisors 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 cluster and system levels.
7. 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.
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. 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 regular responsibility for interaction with a broad range of people, both in individual and group settings. Contacts may be within the library organization, with the general public, or with other county agencies, volunteers, or organizations. Communications frequently contain confidential/sensitive information. Confidential record keeping is limited to hiring, staff performance evaluations and disciplinary actions necessitating discretion. Collaboration and cooperation must be established to accomplish assigned tasks. Occasional formal presentations to groups are a part of job responsibilities.

Initiative:

Incumbents plan and develop direction and procedures for PSA service and professional service delivery, ensuring compliance with KCLS overall policies and procedures. Positions in this classification are responsible for some development of new programs and services by direct reports in assigned specialties. Incumbents operate under some supervision for new or unusual situations or assignments. Work regularly calls for problem solving and recommendations within assigned areas of responsibilities, both in a consensus format as well as independently. The job involves a high degree of complexity, with incumbents operating independently under minimal supervision for new or unusual situations or assignments. Decisions are made within general organizational policy constraints and guidelines.

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 focused on service delivery within assigned specialties. Supervisor occasionally monitors work. An error in work and/or judgment may adversely impact operational consistency; staff productivity; or service provision to patrons, resulting in loss of public support. Position provides budget development input and may be accountable for supply budgets.

Leadership:

This position is expected to function in a strong leadership role by clearly demonstrating and acting in accordance with library values. The position assists in the communication of the library

vision, values, policies and procedures. This position serves as a role model and mentor for library staff.

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 two to four years of certified librarian experience, with at least two years in a 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:

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