

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Library Access Coordinator**

Dept.: **Diversity**

Reports to: **Director of Diversity, Equity,  
and Inclusion**

Effective Date: **February 2022**

Job Code Number: **20723**

Grade Number: **20, Represented**

FLSA Status: **Exempt**

General Position Summary:

The Library Access Coordinator evaluates and monitors public accessibility to library programming, services, and resources, both in-person and online, to determine and remove barriers, with the goal of ensuring the most inclusive library access possible to all. The Library Access Coordinator provides direct public service and works with staff and departments to implement, coordinate, and enhance 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. Collaborate with the Social Impact Coordinator to develop ongoing collaborative relationships with community groups whose members are marginalized due to race, citizenship status, nationality, indigeneity, ethnicity, religious identity, sexual orientation, gender identity and expression, ability, age, size and class to understand barriers to library access.
2. Create, execute, and evaluate plans and programs to remove barriers preventing full library access, based on user and community feedback and in concert with other departments.
3. Establish and maintain accessibility services and accommodations for general patron use.
4. Engage patrons in the ADA interactive process to determine reasonable accommodation solutions. Coordinate implementation with appropriate KCLS departments and staff. Monitor effectiveness and track individual patron accommodations.
5. Collaborate with the Social Impact Coordinator to understand and enhance the social impact of KCLS initiatives (e.g. Welcome Centers).
6. Partner with the Community Conduct Coordinator on patron behavior to determine if there are accommodations, changes or training that may be implemented to reduce incidents and exclusions.
7. Recommend efficiencies and new approaches, workflows, and philosophies that are user-centric rather than library-centric.
8. Coordinate educational and resource support to KCLS staff to promote and facilitate awareness and enhance customer service in creating and sustaining public access and

inclusion.

9. Understand, apply and interpret KCLS policies and procedures and applicable State and Federal rules, regulations and laws. Remain current on research and legal activity in the field and national trends to guide policy and procedure development and revision and recommend improvements to service delivery.

#### Secondary Duties:

1. Participate in assigned KCLS meetings, committees, and task forces and represent KCLS at assigned external agencies and groups.
2. Perform other related duties as required or 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.

##### **Compassion**

Authentically cares about people with a desire to help them; demonstrates real empathy with and for others, yet maintains appropriate boundaries. Demonstrates high emotional intelligence around complex and or sensitive situations and in times of distress; takes right actions; others thrive in their company; relationships are authentic and mutually beneficial; develops others.

##### **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.

### **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.

### **Managing Change**

Embraces organizational changes and their rationale, models behavior needed during improvements in organization's effectiveness, competitiveness, and public service delivery; manages own reactions and supports others in the process.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

A typical way of obtaining the knowledge, skills, and abilities of this position is:

- Bachelors' degree or technical training in relevant area of expertise.
- Demonstrated knowledge and understanding of best practices in organizational diversity, equity, and inclusion, particularly through a racial equity, social impact, and intersectional disability lens.
- Knowledge and understanding of the ADA and other pertinent federal and state laws.
- Previous work experience with extensive public contact serving a diverse clientele.
- Demonstrated commitment to diversity and the library's mission, vision, and values.
- Excellent service-oriented interpersonal and communication skills with the ability to establish positive rapport with colleagues, patrons and community groups.
- Ability to work well independently and collaboratively.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job described above.

## SPECIAL REQUIREMENTS

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 is seldom repetitive. Frequently sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms. The employee will occasionally lift to 10 pounds and seldom up to 20 pounds. Will seldom push/pull with light to moderate force for moving loaded carts and hand trucks.

## WORK ENVIRONMENT

Work is performed primarily in an office environment, involving extensive travel to community libraries and occasional evening or early morning meetings.

### Advancement Possibilities:

Open depending on 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

Revisions: November 2020 (original)  
February 2022 (current)