

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

Title: **Library Regional Manager**

Dept: **Public Services**

Reports to: **Director of Library Operations**

Effective Date: **Revised November 2018**

Job Code Number: **20900**

Grade Number: **22, Non-represented**

FLSA Status: **Exempt**

General Position Summary:

Responsible for planning, managing, and evaluating public service delivery in a region, ensuring optimal library operations and services that are responsive to local community needs. Develops adept, collaborative, and resilient management team; actively manages individual and team performance. Builds and maintains strong and collaborative relationships with colleagues across KCLS, serving as the primary liaison between library administration and library staff in assigned region. Contributes to the development of the Library's strategic direction; develops and executes plans which advance system goals. Cultivates a strategic, anticipatory mindset in responding to complex issues in a changing environment.

Essential Duties/Major Responsibilities:

1. Select, coach, develop, and manage performance for members of Region Management Team.
2. Provide necessary support, guidance and leadership to Region Management Team to manage and improve library operations, programs, services, and facilities.
3. Oversee management of region library staff, including quality of staff selection, orientation, scheduling, work assignments, professional development and performance.
4. Manage and maintain excellent customer service, interpret library policies and procedures to the staff and public, and respond appropriately to sensitive or controversial inquiries or complaints related to libraries in the region.
5. Participate in the in the creation and communication of the vision and strategic priorities of the library.
6. Collaborate with other KCLS departments to launch new initiatives, resolve staff and operational issues, and develop regional service plans that align with strategic priorities.
7. Build and maintain strong relationships with civic leaders and local government officials, Library Advisory Boards, Friends of the Library, and other community groups.
8. Ensure training and development of staff to optimize service delivery; encourage and support staff participation in professional associations.
9. Plan and monitor assigned budgets; perform, or delegate as appropriate, administrative record keeping and reporting.
10. Ensure that facilities are safe, welcoming, and healthy for staff and patrons.

Secondary Duties:

1. Attend and actively participate on various internal and external committees.
2. Initiate, participate, and collaborate in the library profession beyond KCLS; maintain professional expertise in order to provide relevant public service.

3. Perform other 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.

### **Drive for Results**

Focuses on results and desired outcomes and how best to achieve them; does not confuse effort with results. Gets the job done.

## DESIRED MINIMUM QUALIFICATIONS

### Education/Experience:

- Masters of Library Science degree from an ALA accredited library education program and eligibility for Washington State Librarian Certification
- 5 or more years' progressive supervisory/management experience in a public library system
- Extensive knowledge and support of the ALA Core Values and Code of Ethics
- Extensive knowledge of management principles and practices
- Extensive knowledge of public library policies, procedures, and systems
- Considerable knowledge of library technology and resources
- Working knowledge of budgeting processes

## 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. The employee will occasionally lift to 10 pounds and will 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. Incumbent will work evenings and weekends and must be available for early morning and/or evening meetings, and able to serve on-call. Work involves travel between libraries. Extended periods of standing are occasionally required. Encounters situations that involve behavioral issues. The position involves frequent interruptions with maximum flexibility required.

### Advancement Possibilities:

Director of Library Operations

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