Title: Library Operations Coordinator
Dept: Public Services - Library Operations
Reports to: Director of Public Services
Effective Date: Revised November 2018

General Position Summary:
Oversees the implementation of the operational initiatives in support of KCLS Strategic goals. Performs professional and administrative duties by providing planning, oversight and direction for King County Library System activities to ensure operational effectiveness through continuous quality improvement where appropriate. Oversees and ensures adherence to all applicable Library policies, procedures and guidelines. In a leadership role serves as a resource to Operations Managers and Supervisors. Assists the Director with annual reports, strategic and budget planning. Participates in the selection and hiring of Operations Managers and Supervisors.

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. Oversees daily operational activities in libraries, specifically at Operations Manager and Supervisor levels. Interacts routinely with operations supervisors, assistants and leads.
2. Creates, revises, maintains and interprets system-wide or site-specific operational policies and procedures to support and promote the KCLS operational initiatives in libraries.
3. Coordinates and conducts regular meetings for operations supervisory and managerial staff.
4. Works with Operations Managers and Supervisors to advise, serve as a resource, troubleshoot problems, and coordinate operational projects and plans. Consults with other Public Service Library Operations managers and coordinators regarding planning, developing and implementing projects.
5. Assumes ongoing responsibility for operational projects/programs launched by the Project Manager for Public Services, as appropriate, and coordinates system-wide operational changes.
6. Manages the operationalization of and ongoing compliance with the Facilities Standards in the community libraries.
7. Ensures effective communication and collaboration between operations and administrative support staff by serving as advocate for both public service and operations staff and services. Coordinates work and projects with other management and specialty staff and departments.
8. Collects and analyzes pertinent data. Evaluates operational activities. Prepares statistical and special reports regarding library operations.
9. Assists Director in preparing the short- and long-term strategic plans, including annual operational budget, capital projects, and managing organizational change.
10. Assists in the selection of operations supervisory staff, as needed.
11. Works with PSLT to research and respond to operational suggestions and ideas. May respond to public complaints and suggestions.

Secondary Duties:

1. Leads, coordinates and/or serves on various internal and external committees affecting KCLS operations.
2. Performs 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.

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.

Decision Quality
Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

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.

**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.

**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.

**REQUIRED MINIMUM QUALIFICATIONS**

**Education and Experience:**
- Masters of Library Information Science degree from an American Library Association accredited school of librarianship.
- Minimum eight years directly related, increasingly responsible, professional experience in overseeing public library operations, including at least five years of supervisory experience. Equivalent combination of training and experience that provides the required knowledge, skills and abilities to perform the duties and responsibilities of the classification may substitute up to two years of supervisory experience.
- Minimum three years’ public librarian experience.

**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:**
Other management 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