

KING COUNTY LIBRARY SYSTEM
Job Description

Title: Manager – Online Library Services

Dept: Outreach, Programs, and Services

Reports to: Director of Outreach, Programs,
and Services

Effective Date: April 2019

Job Code Number: 20700

Grade Number: 21, Non-represented

FLSA Status: Exempt

General Position Summary:

Manage the staff, operations and budget of the Online Library Services (OLS) department. Manage the provision of patron interfacing online services, including the various Online Public Access Catalogs (OPACs), web-based and hosted sites, social media, computer trainer volunteers, and other digital library services. Provide online services in support of the KCLS Services Strategy and goals along with the mission and vision. Under the guidance of the Director of Outreach, Programs, and Services, provide development, administration, and supervision of OLS programs. Provide services in support of the KCLS mission, vision, strategy, and goals.

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. Provide overall leadership including planning, budgeting, coordinating, evaluating, and supervising OLS staff and activities
2. Supervise the establishment of standards, methods, and technical specifications for developing and maintaining KCLS digital content of online services, include the various OPACs, web-based, hosted, and social media sites.
3. Develop and monitor the provision of products and services for optimal performance and patron satisfaction.
4. Communicate ongoing and new digital library services to staff and patrons through training, meetings, and online means.
5. Formulate and assess new digital service opportunities based on current trends and developments in the information marketplace.
6. Manage the timely and predictable implementation of new online services including communication and support for staff and patrons.
7. Direct, facilitate and manage consultant and vendor relationships and contracts within OLS.
8. Direct and/or develop OLS policies and procedures. Assess workflow within assigned area of focus on a short- and long-term basis and adjust/re-deploy staff as needed.
9. Develop and maintain cooperative working relationships with Service Center departments, community libraries and online communities.
10. Participate in strategic development of digital library services.

11. Provide knowledgeable and effective customer service on a wide spectrum of KCLS systems, including but not limited to the intranet, internet, ILS systems, 3rd party hosted services, and social media and mobile applications.

Secondary Duties:

1. Participate in professional activities and presentations.
2. Attend KCLS meetings and serve on various committees.
3. 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 Judgement

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.

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.

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.

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 and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined below is:

- Graduation from a four-year college or university with major coursework in computer science, information technology, or related field.
- Master's degree in library or information science preferred, with 2 to 4 years' practical and progressive experience in managing digital library services.
- Or, any equivalent combination of education, experience and training that demonstrates the ability to successfully perform the duties of the position.

SPECIAL REQUIREMENTS

None.

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. Work involves constant sitting and extensive close work (eyestrain) and PC monitoring. Work may involve evening and early morning meetings.

Advancement Possibilities:

Open depending on education and training

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