

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Public Services Coordinator**
Dept: **Youth and Family Services**
Reports to: **Youth and Family Services Manager**
Effective Date: **Revised January 2021**

Job Code Number: **20720**
Grade Number: **21, Represented**
FLSA Status: **Exempt**

General Position Summary:

Develops and coordinates King County Library System programs for patrons in specialty areas (adult, teen or children's). Emphasizes services that respond to their educational, recreational, cultural and social needs and interests. Oversees the implementation of the relevant KCLS strategic goals. Oversees the work of assigned staff. Participates in the selection, hiring and training of librarians.

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. Develops and facilitates system-wide programs, services and promotions for patrons in the assigned specialty area to support and promote the KCLS strategic goals in libraries.
2. Works with community librarians to advise and develop local services to support goals and areas of focus.
3. Initiates and coordinates system-wide information services.
4. Meets and communicates regularly with librarians and other public service providers as a resource and to clarify expectations.
5. Assists in the selection and development of new librarians.
6. Works with Staff Development to plan, coordinate and/or participate in staff development opportunities.
7. Works with Online Library Services to maintain current and relevant online content, such as web pages, databases, web guides, etc.
8. Develops community partnerships representing KCLS or coordinating participation with library staff.
9. Recommends and reviews system wide policies, procedures and guidelines related to specialty.
10. Supervises assigned staff including their selection, training and development, performance evaluation, disciplinary actions, managing and approving payroll time entries and leave requests, and other human resources issues.

Secondary Duties:

1. Participates in the planning and distribution of promotional materials for programs in specialty areas.

2. Leads, coordinates and/or serves on various internal and external committees affecting KCLS services.
3. Makes presentations at KCLS programs and services
4. 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.

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.

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.

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.

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.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way to obtain knowledge, skills and abilities for this position is:

- An advanced degree specializing in Library Science from an American Library Association accredited school of Librarianship and Washington State Librarian's Certification.
- Three to five years' certified librarian experience as a public librarian with some project management experience.
- Or, any combination of additional education, or alternative experience and training that demonstrates the ability to successfully perform the duties of the position.

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 changing tasks depending upon the shift and will in most cases occasionally stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation may be up to occasional. Constantly using hands in conjunction with finger use and up to frequent keyboarding, this handling or keyboarding may be repetitive up to frequently. Up to occasionally operating foot controls. The employee will seldom lift up to 50 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

WORK ENVIRONMENT

Work is performed in a normal office environment. Work involves some travel, overtime and 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