

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Director, Outreach Services**

Dept.: **Outreach Services**

Job Code Number: **10116**

Reports to: **Director**

Grade Number: **24, Non-represented**

Effective Date: **June 2008**

FLSA Status: **Exempt**

General Position Summary:

Plan and direct the delivery of system wide Outreach Services through a variety of services programs and projects. Is the advocate for services to underrepresented communities, life long learners, and the elderly, children, low income populations, and people with disabilities and/or those physically unable to access a library. Participate with management team in developing goals, objectives, standards and policies for library services. Assure consistent interpretation and application of KCLS policies, procedures, and philosophies.

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) In conjunction with other division managers/directors, develop division objectives, and short- and long-range plans to reach objectives. Monitor progress and adjust plans as appropriate.
- 2) Establish and maintain effective lines of communication within the department, between divisions, and with other KCLS divisions and departments including other administrative team members. Conduct regular visits to assigned program staff to communicate information to, and solicit input from, staff.
- 3) Reach out to the community and collaborate with other organizations to plan, develop and implement new services related to the outreach services, underrepresented communities, special populations and/or the institutional libraries.
- 4) Assure operational consistency with KCLS policies, procedures, philosophies and objectives.
- 5) Through assigned staff manage Outreach Services programs, services and projects including but not limited to the Traveling Library Center, ABC Express service, institutional facilities, and other assigned outreach services staff along with Literacy AmeriCorps KCLS program.
- 6) Select, develop, motivate, evaluate and direct the work of Outreach Services staff, both directly as well as through subordinate supervisors. Conduct performance evaluations and coaching and development of management staff and initiate corrective action as required for all staff.
- 7) Design and implement procedures and practices to facilitate public service delivery in response to community needs, division objectives, or ALA rulings.
- 8) Communicate and interpret KCLS policies, and other applicable operating and administrative procedures and practices, to staff and patrons; and monitor services and programs for compliance. Respond to patron issues, concerns and complaints.

- 9) Develop and administer assigned portions of annual budget; allocate staff, approve and monitor expenditures, and assure efficient and economical utilization of resources.
- 10) Represent Outreach interests on various KCLS committees and teams.

Secondary Duties:

1. Participate in meetings/make presentations to King County Library Board, Local Library Boards, community groups and other entities.
2. Attend and actively participate in various internal and external committee meetings and agency boards and activities.
3. Perform other related duties as assigned.

Communication:

Incumbents have frequent interaction with a broad range of people both in individual or group settings. Contacts may be within the library structure, with the general public, boards, and Friends groups and with other county and non-profit agencies, volunteers, or similar and partner organizations. Contacts are either by phone or face to face. Confidential/ sensitive information is regularly discussed, necessitating discretion. Regular formal presentations to groups may be a part of job responsibilities.

Initiative:

Incumbents develop policies and procedures for the cluster in support of KCLS overall policies and objectives. The position is responsible for problem solving across the organization and is frequently responsible for developing new programs, services or concepts. The job involves a high degree of complexity, with incumbents operating independently under minimal supervision. The position frequently encounters new and varied work situations. Decisions are made within general organizational policy constraints and guidelines.

Accountability:

The position involves frequent interruptions with maximum flexibility required. Planning requirements for the cluster and its staff are both operational and strategic. The position makes decisions that have impact across a limited number of work units with impact primarily focused on own cluster. Supervisor seldom monitors work. An error in work and/or judgment may cause loss of productivity among the staff, may disrupt or impair services provided to patrons resulting in loss of public support. The position typically has responsibility for controlling the cluster operating budget. The position is responsible for maintaining appropriate records related to assets under incumbent's control. Resources under the incumbent's immediate control include 8 vehicles, supplies, budgets and collections applicable to TLC, institution libraries, literacy program and the KCLS TechLab and large print collection. Confidential record keeping includes the creation and review of staff performance evaluations, salaries and other employee matters.

Leadership:

This position is responsible for mentoring at the cluster level as a manager. As a manager and as a representative of KCLS, this position is responsible for modeling and promoting organizational values within the cluster, within cluster service areas and populations, and across the system.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Master's of Library Science Degree from an American Library Association accredited school of Librarianship and Washington State certification as a Librarian.
- Typical way to obtain knowledge, skills and abilities is through five to eight years of certified librarian experience, with at least two years in a supervisory capacity or any equivalent combination of education and training that demonstrates the ability to successfully perform the duties of the position.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of public library policies, procedures and systems related to area of responsibility including shipping, purchasing, collection management, business office systems, human resources and facilities.
- Thorough knowledge of librarianship including censorship, collection development and customer service.
- Extensive knowledge of management principles and practices.
- Thorough knowledge of specialized needs in outreach services and patron populations (i.e. elderly, disabled, incarcerated populations, children, and low-literate).
- Considerable knowledge of technological tools applicable to the incumbent's areas of responsibility including circulation software, internet, on-line databases, office software and e-mail.
- Considerable knowledge of English and math.
- Considerable knowledge of budget preparation and implementation.
- Working knowledge of the principles of supervision.
- Working knowledge of literacy/ESL and ABE programs
- Knowledge and support of the principles of intellectual freedom.

Ability to:

- Understand and incorporate unique needs of patron special populations served into KCLS.
- Use diplomacy and tact to establish and maintain positive relationships with staff, patrons, and subordinates, vendors, contracting institutions and community agencies and leaders.
- Exercise initiative and make decisions using independent and sound judgment in a wide variety of situations regarding areas of responsibility.

- Provide leadership and promote organizational objectives and goals to staff.
- Manage several programs at once and adapt to changing needs.
- Communicate effectively with a diverse population.
- Prepare budget and negotiate service contracts.
- Select, develop and motivate subordinate staff.

Skill in:

- Managing, developing and implementing programs applicable to patron population.
- Developing and training staff and continuously using teamwork.
- Continuously assessing situations/problems and logically finding solutions in a wide variety of situations using independent judgment and discretion.
- Listening to, understanding and interpreting information received from staff and patrons and continuously using excellent interpersonal skills in a variety of situations and with a diverse patron and staff population.
- Reading, speaking, writing and understanding the English language particularly related to patron population.
- Using computer software and hardware.

SPECIAL REQUIREMENTS

Valid Washington driver's license.
Washington State Library Certificate.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 50 pounds, and push or pull carts up to 400 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work takes place in a normal office environment. Work requires constant sitting, extensive PC monitor work and AM meetings. There may be some exposure to angry or hostile individuals.

Advancement Possibilities:

Director

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: _____
HR Manager

Final: 2008-06-16