

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Lead Library Assistant II**

Dept: **Public Services**

Job Code Number: **10426**

Reports to: **Circulation Supervisor**

Grade Number: **13, Represented**

Effective Date: **April 2009**

FLSA Status: **Non-Exempt**

General Position Summary:

Library Assistants are usually the first point of contact in KCLS Libraries. As customer service representatives, they provide basic information about KCLS materials, programs and services. This position leads the Library Assistants (LAs) at a resource or regional branch location. This function includes activities such as training, scheduling, coaching, and monitoring and assisting with hiring and evaluating the LA's. Schedules workflow and staff at the branch and arranges for substitutes as required. Coordinates and assists volunteer staff at the branch location. Makes bank deposits for local branch and reports cash received on a daily basis. Performs circulation services to patrons and resolves problems and answers questions of patrons. May perform ready reference services.

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. Lead all LA's at assigned branch, including training, scheduling, coaching, and monitoring and assisting with hiring and evaluating.
2. Schedule library workflow and arrange for substitutes for vacation relief, sickness, etc.
3. Manage volunteer activity in local branch.
4. Responsible for branch banking functions such as making deposits and completing monthly financial reports.
5. Provide circulation services to patrons, respond to questions and provide advice regarding local and system-wide KCLS services, programs and materials.
6. Order supplies and materials in support of local branch.
7. Responsible for communicating to LA staff KCLS policies and procedures relating to circulation.

LTA Duties:

1. Perform routine maintenance on all computer equipment.
2. Troubleshoot and repair PC's including changing disk drives, and peripherals.
3. Download, install, and configure new/upgraded software.
4. Provide instruction to staff and patrons on use of hardware and software applications.
5. Report problems to ITS and coordinate non-routine maintenance and repair work with ITS technicians.

6. Work with technicians on site to resolve problems and update skills.
7. Keep adequate, detailed records of PC maintenance, configurations and procedures.
8. Maintain adequate branch supplies and spare parts inventories.
9. Attend LTA training sessions.

Secondary Duties:

1. Attend meetings and participate in system committee.
2. Other related duties as assigned.

Communication:

Contacts are normally made with KCLS employees and customers, vendors, etc. Contacts are frequently initiated by a third party; regularly made on the incumbent's own initiative and occasionally they are made at the supervisor's request. The position has a requirement to interact with customers frequently and communications frequently contain confidential/sensitive information necessitating discretion at all times.

Initiative:

The position operates from established and well-known procedures (on a general basis) and is responsible for problem solving with others within own branch. Some design of new programs/services or concepts at the assigned branch is included in the positions and the job involves a moderate degree of flexibility. The incumbent operates independently and receives minimal supervision. The position experiences recurring work situations with occasional variations from the norm. Decisions are made within general organizational policy constraints/guidelines.

Accountability:

The position encounters frequent interruptions and maximum flexibility is required. Refined planning and goal-setting are required and the incumbent plans as part of a group activity. Some strategic planning is involved at the facility/department level. The position makes decisions that have impact within own work unit and the incumbent's work is monitored or checked by the supervisor on a regular basis. Error or delays in the incumbent's work can impact workflow through the branch, overstaffing or understaffing, incorrect or late paychecks to employees, etc that create employee dissatisfaction and morale problems at the branch library. Organization resources under the immediate control of the incumbent include cash-on-hand, bank deposits, substitute staff budget and salary budget of LAs. Records maintained by the incumbent include patron records, materials checked out on patron cards, personnel records of LAs, appropriate bank and cash records and records relative to employees such as timesheets, sick leave, etc.

Leadership:

The position is responsible for mentoring as a unit lead and it is responsible for role mentoring and promoting organization values within the work unit or department and as a representative of the organization to the public/patrons.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- High school diploma or GED, supplemented by some post-secondary training in a related field.
- Two to four years experience in library operations and its policies and procedures.
- Classroom or on-the-job training in supervisory concepts and KCLS systems and procedures preferred.

Necessary Knowledge, Ability and Skills:

- Working knowledge of KCLS policies, procedures, and systems across all areas including accounting, Human Resources, library operations etc.
- Working knowledge of principles of supervision.
- Considerable knowledge of KCLS circulation procedures and policies.
- Working knowledge of services, program and materials available through the KCLS and at the local branch.
- Working knowledge of office software such as Word, Excel and Outlook.
- Extensive knowledge of customer services concepts and techniques, including dealing with a diverse population.

Ability to:

- Efficiently plan, organize and lead the work of subordinates, volunteers and pages to meet system operating requirements.
- Maintain a customer service, professional approach to patrons and staff at all times.
- Read, speak, write and understand the English language.
- Use discretion in dealing with patrons and particularly regarding personnel issues involving assigned staff.
- Establish priorities and organize workflow in an environment where circumstances and work requirements change frequently.
- Effectively listen to subordinates and staff as well as patrons as part of understanding their needs and concerns.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Communicate effectively with a diverse population.

Skill in:

- The use of computer software and hardware as well as e-mail and the Internet.
- Communicating with employees, staff and patrons.
- Planning workflow, staff work schedules and related operational activities.
- Developing and training staff members.
- Providing and maintaining good customer relations including effectively resolving customer complaints in a variety of areas.
- Effectively working in a team oriented work environment.

SPECIAL REQUIREMENTS

LTA certification for LTA's.

PHYSICAL DEMANDS

The position requires continuous repetitive motions of hands/wrists. The position is required to push and pull up to 100 pound carts and to lift boxes weighing up to 50 pounds. 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. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

This position is requires working weekends and evenings, constant standing, heavy lifting, extensive close work (eyestrain), and extensive PC monitor work. There may be some exposure to angry or hostile individuals.

Advancement Possibilities: (depending on qualifications)

Circulation Supervisor
Library Associate Series
Librarian Series

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