

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Library Cluster Manager - Bellevue**

Dept.: **Public Services**

Job Code Number: **10282**

Reports to: **Director of Public Services**

Grade Number: **23, Non-represented**

Effective Date: **July 2008**

FLSA Status: **Exempt**

General Position Summary:

Manages the largest regional library in the KCLS. Ensures that library services are delivered consistent with KCLS policies, standards and high patron expectations. Provide effective leadership that motivates the entire library staff. This is the largest and most prominent library branch within the KCLS and as such performs many functions that are not involved at other libraries in the system.

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. Manages the library staff and has responsibility for a full range of employee management to workforce including hiring, training, motivating, evaluating and disciplining, if necessary, all staff working at the Bellevue library.
2. Ensures that approved staffing levels are maintained.
3. Ensures that all library services, programs and materials are maintained and upgraded at a high level.
4. Insures that all facilities at the Bellevue library, including building and grounds are maintained and improved as required.
5. Establish ongoing contacts with the Library Board, Friends of the Library, and other community groups and agencies.
6. Provides reference services to patrons.
7. Arranges for and provides services for special meetings, groups etc. held at the Bellevue library.

Secondary Duties:

1. Other related duties as assigned or as necessary.

Communication:

Contacts are normally made with KCLS employees, customers, patrons, vendors, etc. Contacts are frequently made on the incumbent's own initiative or are initiated by a third party and occasionally are made at the supervisor's request. The position has a requirement to interact with customers frequently and communications regularly contain confidential/sensitive information necessitating discretion. Regular formal presentations to groups are part of job responsibilities.

Initiative:

The position develops practices and procedures for a department of facility, in support of KCLS policies, and is responsible for problem solving at the facility level. The incumbent frequently develops new programs/services or concepts and the job involves a high degree of complexity. The incumbent receives moderate supervision and new and varied work situations are frequently encountered. 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 skills 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 across a limited number of work units and the incumbent's work is occasionally monitored or checked by the supervisor. Errors or delays in the incumbent's work could result in misinformation being communicated to staff, resulting in loss of productivity among staff, and may disrupt or impair service. In addition, non-compliance with KCLS policies or procedures, budget over/under plan and overall service levels could be impacted due to errors or delays. Resources under the immediate control of the incumbent include the entire collection and all facilities and equipment at the Bellevue library as well as cash and systems throughout the branch. Records maintained by the position include sensitive employee files as well as records relating to library operations and patron comments regarding library service.

Leadership:

The position is responsible for mentoring as a manager and it is responsible for role modeling and promoting organizational values within work unit or department and as a representative of the organization in the community.

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.
- Seven or more years progressively responsible experience as a librarian, with at least five years experience as a managing librarian.

- Classroom and on-the-job training in all aspects of supervision and management in a major library setting combined with overall library services, procedures and systems.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of all programs, services and materials available at the Bellevue library.
- Thorough knowledge of KCLS programs, services, and materials, as well systems and procedures and their implementation procedures and requirements at the Bellevue Regional library.
- Thorough knowledge of leadership and management concepts and the principles of supervision.
- Considerable knowledge of a wide variety of office and computer related equipment, and software.
- Extensive knowledge of KCLS staff and organizations.
- Knowledge and support of the principles of intellectual freedom.

Ability to:

- Exercise independent judgement to resolve staff, patron and operational problems.
- Provide effective leadership to and manage the staff involved in the entire operation of a large regional library.
- Create a teamwork environment among subordinate staff and throughout all operations at the library.
- Use discretion in dealing with sensitive patron matters and particularly regarding employee issues and discussions.
- Manage several projects and task at once and adapt to changing needs.
- Effectively listen to employees and patrons as part of understanding their needs and concerns.
- Set priorities, plan, organize and direct work of others.
- Manage time to maximize productivity.
- Evaluate problems and find cost effective solutions.
- Develop and maintain positive relationships with staff and patrons.
- Communicate effectively with a diverse population.

Skill in:

- The use of computer hardware and software, office equipment and the Internet.
- Understanding total operations of a large and complex operation and resolving problems in a manner that takes overall picture into account.
- Effectively communicating verbally and in writing to individuals and throughout all organizations in the library.
- Reading, writing, speaking and understand the English language.
- Assessing situations/problems and logically finding solutions.
- Developing and training subordinate staff.
- Listening to, understanding and interpreting information received from employees and patrons.

SPECIAL REQUIREMENTS

Valid Washington driver's license.
Washington State Certificate in Librarianship.

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. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a library office environment. Evening/earlyAM meetings, on-call status, extensive PC monitoring work are required. There may be some exposure to angry or hostile individuals.

Advancement Possibilities:

Director, Public Services

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: _____
Director of HR

Final: 7/31/01
Revised: 7/1/08