

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Outreach Services Coordinator**

Dept.: **Outreach Services**

Job Code Number: **10253**

Reports to: **Director, Outreach Services**

Grade Number: **21 Represented**

Effective Date: **June 2011**

FLSA Status: **Exempt**

General Position Summary:

Develops and coordinates the King County Library System outreach programs. Works with local library staff and Outreach staff to design and develop services for all ages to be delivered outside the Library. Manages KCLS literacy programs. Provides support and supervision to the assigned staff. May act for Director of Outreach Services when the incumbent is absent.

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. Leads development of system-wide outreach services and local activities to address community needs. Monitors and evaluates local outreach activities to ensure meeting of community needs.
2. Identifies outreach opportunities and develops appropriate response.
3. Provides on-going leadership and support for existing system and local outreach services such as Library2Go! and Early Literacy Outreach.
4. Meets and communicates regularly with designated local staff to clarify system expectations.
5. Supervises the activities of assigned section staff including recruiting, selecting, training, conducting performance reviews, coaching, counseling and disciplining. Assures compliance with KCLS policies and procedures.
6. Develops community partnership in support of outreach activities and represents KCLS at meetings to further outreach services.
7. Provides varying degrees of oversight to KCLS's literacy activities such as, Children's Literacy Outreach, ESL, Citizenship, Talk Time, Fiestas, and Computer Literacy.
8. Develops, tracks and monitors assigned operating budgets and produces reports.
9. May assume responsibilities of the Director of Outreach Services during absences; interprets KCLS policies to staff and public; resolves problems.
10. Develops and implements special projects, as assigned.

Secondary Duties:

1. Attends and participates in committee meetings, workshops and conferences.
2. Other related duties as assigned.

Communication:

Position has a regular responsibility for interaction and communication with a broad range of people, both in individual and group meetings. Contacts may be within the library structure, with the general public, or with other agencies, volunteers, or similar organizations. Formal presentations are a responsibility of the position. The position has a requirement to interact with customers frequently and communications regularly contain confidential/sensitive information necessitating discretion.

Initiative:

The position functions with some supervision for new or unusual situations or assignments, and only limited supervision for regular work. Work regularly calls for decision-making, problem-solving and/or recommendations within the scope of position responsibilities. The position has frequent responsibility for creation, development, design or evaluation of new programs, methods, procedures or policy issues. The requirement to generate original work is an important aspect of the position. Decisions are made within general organizational policy constraints and guidelines.

Accountability:

Substantial planning requirements and goal-setting skills are required. The position is responsible for independently developing and implementing plans associated with a specific assignment. The decisions made by this position have a broad/far reaching impact throughout the King County Library System particularly in the implementation of approved programs and services. Delays would result in problems such as missing deadlines and community libraries not having necessary support in delivering announced programs, diminishing the level of service provided to patrons which may result in an unfavorable public impression regarding quality of service. Management occasionally reviews work and some aspects of work are consistently monitored by patrons. This position has responsibility for developing and controlling organizational resources such as budgets, equipment and inventory.

Leadership:

The position is responsible for mentoring as a manager. The position is responsible for role modeling and promoting organizational values within the department, system-wide and as a representative of the organization within KCLS and in the community.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Requires a Master's of Library Science Degree from an American Library Association accredited school of Librarianship and Washington State certification as a Librarian.
- Three to five years of certified librarian experience required, with supervisory and KCLS experience preferred.

- Classroom and on-the-job training applicable to outreach services and public library policies, procedures and systems.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge and support of the of the Intellectual Freedom principles.
- Thorough knowledge of patron's needs and interests in reading for information, recreation and education.
- Thorough knowledge of public library systems, procedures, and policies particularly as they relate to a community library and outreach.
- Considerable knowledge of library computer systems and applications including online databases, circulation and office software.
- Thorough knowledge of management practices and principles.
- Thorough knowledge of general library methods, practices, and techniques.
- Considerable knowledge of the principles of supervision including human resources policies and procedures.
- Considerable knowledge of library computer systems and applications including online databases, circulation and office software.
- Knowledge of budgeting processes.

Ability to:

- Adapt to changing needs, recognize and set priorities, and plan, organize and direct the work of others.
- Exercise independent judgment to resolve staff, patron and operational problems within established guidelines.
- Interpret community interests and needs, and plan appropriate library services.
- Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population and staff.
- Use diplomacy and tact to establish and maintain long-term positive relationships with employees, peers, patrons and community.
- Select subordinate staff and direct their development.
- Represent the concerns and issues of assigned staff to the management team.

Skill in:

- Planning and prioritizing workflow and making changes as required.
- Using good interpersonal skills in a variety of situations and with a diverse patron and staff population.
- Mentoring and supervising.
- Making sound decisions based on in-depth knowledge of priorities, projects and plans.
- Using independent judgment in a wide variety of situations.
- Using resources and current library and office technologies relevant to the job duties.
- Operating effectively as part of a team orientation with regard to daily activities, problem solving and difficult situations.

SPECIAL REQUIREMENTS

Valid Washington driver's license.
Certificate of Librarianship.

PHYSICAL DEMANDS

The position requires constant talking, listening and use of visual senses. The position requires frequent sitting, standing, walking, reaching, keyboarding, and repetitive hand/wrist motion. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds, and push/pull carts up to 125 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is in an office environment with moderate travel. Job involves working a varied schedule including evenings and weekends, which may change periodically. Position involves frequent interruptions with maximum flexibility required. May encounter situations that involve behavioral issues.

Advancement Possibilities:

Library Cluster Manager
Director of Outreach Services

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

Drafted: 05-11-05
Final: 08-01-05
Revised: 2008-11-12
Revised: 2011-03-29