

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Section Supervisor - Inter Library Loan**

Dept.: **Public Services (Request Services)**

Job Code Number: **10505**

Reports to: **Reference Coordinator**

Grade Number: **13, Represented**

Effective Date: **July 2001**

FLSA Status: **Exempt**

General Position Summary:

Supervises the Request Services – Interlibrary Loan Department including staff supervision, workflow and related supervisory functions. Verifies “end of line” requests. Recommends improvements in collection based on ILL usage and/or availability.

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. Supervises and evaluates performance of subordinate staff to maintain quality workplace and attitude, and participates in hiring.
2. Bibliographic searching and requesting (OCLC).
3. Verification of end-of-the-line requests.
4. Process web-requests.
5. Creates selection entries in Acquisitions.
6. Monitors supplies required by the Department.
7. Design, monitor and adjust workflow.

Secondary Duties:

1. Provide backup to related positions.
2. Serve on various employee committees as assigned.
3. Other related duties as assigned.

Communication:

Incumbent contacts are both with KCLS employees and with customers or vendors. Contacts are frequently initiated by the incumbent or by a third party and are occasionally 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.

Initiative:

This position develops practices and procedures for a department or facility and is responsible for problem solving within own department. Some design of new programs/services or concepts is required and the job involves a high degree of complexity. The incumbent performs their duties with little or not direction given. Frequent new and varied work situations are encountered and decisions are made within specific organizational policy constraints/guidelines.

Accountability:

The position encounters frequent interruption 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 level. The position makes decisions that have impact across a limited number of work units and the incumbent's work is seldom monitored or checked by the supervisor or staff. The position maintains the Bellevue Library's postage meter, departmental supplies and is responsible for courier monitoring and tracking. The incumbent maintains monthly statistics and personnel records such as performance evaluations and employee concerns and performance notes.

Leadership:

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

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in liberal arts, communications, business/public administration or related field, or an equivalent combination of education and training.
- Two to four years experience in library operations, preferably Inter-Library Loan procedures, systems and policies.
- Classroom and on-the-job training in inter-library loan function and in supervisory policies and procedures.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of KCLS inter-library loan policies, procedures and systems as well needs unique to individual branch.
- Thorough knowledge of computer software and hardware.
- Extensive knowledge of organization and staff within the KCLS, including staff in the service center as well as all branch locations.
- Extensive knowledge of web based research procedures and communications techniques.
- Extensive knowledge of principles of supervision and mentoring.
- Extensive knowledge of English and math.
- Considerable knowledge of KCLS programs, services and materials available to the public/patrons.

Ability to:

- Relate to staff throughout the KCLS regarding resolution of inter-library loan problems or needs.
- Supervise subordinate staff.
- Use various bibliographic databases including the extensive use of circulation software and Internet search engines.
- Prioritize tasks and made adjustments as necessary.
- Be aware of overall direction of the organization and communicate to subordinate staff.
- Make decisions based on a rational analysis of system procedures and policies and other relevant factors in work functions.
- Recognize and set priorities for department and staff.

Skill in:

- The use of computer hardware and software systems.
- Identifying appropriate resources within a broad range of alternatives; print, electronic and the Internet.
- Making sound decisions particularly in the area of staff supervision.
- Writing, speaking, understanding and reading the English language.
- Math.
- Customer Service.
- Organizing and prioritizing workflow.

SPECIAL REQUIREMENTS

None

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 in a normal office environment. Constant sitting, extensive PC monitor work as well as extensive close work (eyestrain) are required.

Advancement Possibilities:

Librarian series or other depending on education and experience

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: 7/31/01
Revised: 3/1/08