

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Supervising Library Associate - Bellevue**

Dept.: **Bellevue Regional Library**

Job Code Number: **10445**

Reports to: **Assistant Managing Librarian-Bellevue**

Grade Number: **15, Represented**

Effective Date: **July 2001**

FLSA Status: **Exempt**

General Position Summary:

Provide reference service to patrons and staff at the Bellevue reference desk and information desks and via telephone. Train and direct Bellevue Library Associates and LTA's in the maintenance of the library's technology equipment such as computers, faxes, and microfilm reader/printers. Perform both routine and specialized maintenance of the library's technology equipment. Administer two local area network servers. Upgrade and install a variety of computer software/hardware. Coordinate repairs that require skills and equipment outside the scope of the position. Order supplies and equipment to support the Bellevue Reference Department. Order and coordinates distribution of IRS forms.

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. Supervise and coordinate the technical work of Bellevue Library Associates and LTA's with computers, fax machines, copiers, microfilm reader/printers, and change machine.
2. Respond effectively to a broad range of computer related inquiries from staff and patrons.
3. Serve as Bellevue Regional Library LAN administrator for two servers.
4. Troubleshoot and perform both routine and specialized maintenance on computers, including installations and upgrades.
5. Answer reference questions by phone or in person.
6. Assist patrons in the use of library collections through reference interviews, literature and electronic searches and instruction in the use of catalogs, paper and electronic indexes, and other appropriate reference materials, including the Internet. Refer questions to a librarian as necessary.
7. Mentor and provide on-going technical training for Bellevue LTA's and Bellevue Library Associates.
8. Troubleshoot fax machines, copiers, microfilm readers/printers, and change machines.
9. May support ITS in some of the system work done by that KCLS department.
10. Record, compile, calculate, maintain and prepare monthly statistical reports.
11. Order and distribute IRS tax forms and publications within the branch.

Secondary Duties:

1. Serve on various library committees.
2. Teach classes for the public as assigned.
3. Order supplies to support branch reference department.
4. Maintain branch asset inventory lists.
5. Other related duties as assigned.

Communication:

Contacts are normally made with KCLS employees and customers. Contacts are frequently made in the incumbent's own initiative or by a third party and are regularly made at the supervisor's request. The position has a requirement to interact with customers frequently and communications occasionally contain discussion about confidential/sensitive matters.

Initiative:

The position operates from established and well-known procedures (on a general basis) and the position may have some responsibility for problem solving at the facility level. Some design of new programs/services or concepts is included in the position and the job involves a moderate degree of complexity. The incumbent receives minimum supervision and recurring work situations are experienced with occasional variations from the norm. Decisions are made within specific organizational policy constraints/guidelines.

Accountability:

The position experiences frequent interruptions and maximum flexibility is required. The incumbents considers own work and work of others in formulating plans, and must be able to forecast for the near future as well as the long term. Operational planning is included in the position at the department level. The position makes decisions that have impact across a limited number of work units. The incumbent's on-going work is infrequently monitored or checked by the supervisor; however special projects are closely monitored. An error or delay in the incumbent's work could result in equipment not functioning, loss of public and/or staff time on computers, reporting errors and patrons getting misinformation. The organization resources under the immediate control of the position include maintenance and upgrading of all computer equipment as well as reader-printers and fax machines in the Bellevue library. The position has access to all patron records.

Leadership:

The position includes mentoring responsibility of Library Associates and LTAs primarily at the Bellevue library. It is responsible for role modeling and promoting organizational values within work unit or department and as a representative of the organization to patrons.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Associate's degree or equivalent; specialty in computer science or library operations preferred.
- Three to five years experience in library operations, including reference service and experience maintaining/installing computers and related equipment.
- Classroom or on-the-job training in supervision, and computer software installation, maintenance and upgrades.

Necessary Knowledge, Ability and Skills:

- Working knowledge of Bellevue branch library procedures, systems, policies, collection material and overall operations.
- Considerable knowledge of computer hardware and software operation, installation, maintenance and upgrades. Some knowledge of LANs.
- Working knowledge of KCLS.
- Working knowledge of reference functions.

Ability to:

- Communicate effectively with patrons from diverse backgrounds regarding a wide range of concerns, questions and issues.
- Operate, install, configure and maintain computer and office equipment.
- Troubleshoot and resolve specific computer problems together with individual users.
- Use diplomacy and tact to establish and maintain relationships with employees and patrons.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Develop and maintain positive relationships with staff and patrons.
- Read, speak, write and understand the English language.

Skill in:

- The use of computer hardware and software.
- Providing accurate and timely information to staff and patrons.
- Verbal communication with a diverse population.
- Developing and maintaining a "customer service" professional approach to patrons and staff.
- Participating with others with a team orientation towards others in all activities.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

The position requires continuous standing, walking, talking, handling, and hearing, in addition to close, distance and peripheral vision, depth perception and the ability to focus. The position could be required to push up to 200 pounds and lift or carry up to 50 pounds.

WORK ENVIRONMENT

Work is performed in a regional library environment. The position requires varied work hours including weekends and evenings, heavy lifting, constant standing and extensive PC monitor work. There may be some exposure to angry or hostile individuals.

Advancement Possibilities:

Librarian Series or Other depending on education, training, 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