

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Supervising Library Associate**

Dept: **Public Services**

Job Code Number: **10444**

Reports to: **Managing Librarian III**

Grade Number: **15, Represented**

Effective Date: **July 2001**

FLSA Status: **Exempt**

General Position Summary:

Supervises pages and coordinates technical duties with the Library Technical Assistants (LTA). Provides reference service for staff and patrons. Provides troubleshooting/maintenance on all PC's and library equipment for staff and patrons and participates in planning for the branches future technology needs.

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. Hires, trains, evaluates, and directs the work of all pages and LTA's in assigned library branch.
2. Responds to patron questions and concerns regarding a wide variety of issues and services available at the assigned branch library.
3. Instructs and assists patrons and public regarding availability and use of PC's, computer and web based systems for use by library customers.
4. Directs programs applicable to all technical equipment and systems in the branch including performing preventative maintenance, replacing hardware, and resolving software problems, ordering supplies and updating programs.
5. Coordinates the maintenance of fax machines, copiers, microfilm reader/printers and associated equipment.
6. Assists branch staff in resolving questions regarding issues such as computer problems or other issues related to systems in the assigned branch.
7. Assists patrons with reference questions by phone or in-person referring complex questions to the librarians.
8. Participates in developing future technology requirements at the branch.
9. Orders required supplies and materials in support of areas of responsibility.
10. Maintains appropriate records, reports and statistics regarding such areas as supplies, staff evaluations, timesheets and other material related to the position.

Secondary Duties:

1. Evaluating electronic products.
2. Serve on system wide committees.
3. Other related duties as assigned.

Communication:

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

Initiative:

Participates in the development of policies/procedures for the assigned branch. Responsible for problem solving regarding a wide-range of issues at the assigned branch and frequently develops new programs/services or concepts. The job involves a moderate degree of complexity and duties are performed with general supervision. The position experiences frequent new and varied work situations and decisions are made within general organizational policy constraints/guidelines.

Accountability:

The position experiences frequent interruptions and maximum flexibility is required. Refined economic planning and goal-setting skills are required and the incumbent plans as part of a group activity. Some strategic planning is required at the branch level and the position makes decisions that have impact across branch operations. An error or delay in the incumbent's work could result in equipment not functioning or patrons getting misinformation. The incumbent's work is seldom monitored or checked by the Branch Managing Librarian. Organization resources under the control of the position have significant budget impact.

Leadership:

The position is responsible for mentoring as a unit head (Pages and LTA's) and is responsible for role modeling and promoting organizational values within the work unit as a representative of the organization to the public/patrons.

**DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

- Associates degree or equivalent specializing in librarianship, computer or related field.
- Five to eight years experience in a branch library operation that includes customer service, basic accounting, decision-making and general supervision.
- Classroom and on the job training in computer software installation, maintenance and upgrades.

Necessary Knowledge, Ability and Skills:

- Working knowledge of management and supervisory concepts and practices as well as KCLS Human Resources and employee relations policies and procedures.
- Considerable knowledge of general library methods, practices and techniques.
- Considerable knowledge of assigned branch programs, systems, software/hardware, materials, services, references resources, etc.
- Extensive knowledge of KCLS staff and organization in relevant areas of responsibility.
- Considerable knowledge of automated systems in local branch.
- Working knowledge of computer software installation, maintenance and upgrades.
- Working knowledge of reference resources.

Ability to:

- Select, develop and motivate subordinate staff. Pages are entry level employees who require detailed supervision and their work requires frequent monitoring and checking.
- Recognize and set priorities.
- Plan, organize and coordinate own work and direct the work of others.
- Provide service to the public courteously and effectively in a wide variety of situations within a public service environment.
- Communicate effectively, verbally and in writing, with a diverse patron base and /or staff.
- Effectively listen to others including employees and patrons as part of understanding their needs and concerns.
- Efficiently operate in an unstructured environment with frequent interruptions and time demands and constraints.
- Operate, maintain and troubleshoot computers and office equipment.

Skill in:

- Listening to, understanding and interpreting information received from patrons from diverse backgrounds with varying levels of knowledge about library systems, resources and procedures.
- Assisting patrons and staff in the use of computer hardware and software, the Internet and other web based programs as well as services and materials at the assigned branch.
- Troubleshooting relative to a variety of technological problems as they occur throughout the day.
- General library concepts and procedures such as the Dewey decimal system, alphanumeric filing, etc.
- Reading, speaking, writing and understanding the English language.
- Using discretion particularly with regard to employees supervised in their performance evaluations, pay, discussion of personal issues, etc.
- Use of computer hardware and software.
- Providing accurate and timely information to staff and patrons.
- Developing and maintaining positive relations with patrons and staff.

## SPECIAL REQUIREMENTS

Valid Washington driver's license.

## PHYSICAL DEMANDS

The position requires continuous standing, walking, talking, and hearing, repetitive motions of hand/wrists as well as close, distance, and peripheral vision and the ability to adjust focus. The position requires lifting or carrying up to 30 pounds.

## WORK ENVIRONMENT

Work is performed at the branch library. The position is exposed to the risk of electric shock, heavy lifting, constant standing, extensive close work (eyestrain) and extensive PC monitor work. Occasional travel within the KCLS is also required. 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