

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Director of Public Services**

Dept: **Public Services**

Job Code Number: **10111**

Reports to: **Director**

Grade Number: **25, Non-represented**

Effective Date: **July 2001**

FLSA Status: **Exempt**

General Position Summary:

Plan and direct the delivery of library public service at branch libraries and through system-wide programs and projects. Participate with management team in developing goals, objectives, standards and policies for library services. Assure consistent interpretation and application of KCLS policies, procedures, and philosophies in all community libraries.

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. Manage and direct the delivery of library public services through assigned branch and other libraries.
2. Manage and direct the delivery of specific system-wide programs.
3. In conjunction with other division managers/directors, develop division objectives, and short- and long-range plans to reach objectives. Monitor progress and adjust plans as appropriate.
4. Select, develop, motivate, evaluate and direct the work of region staff, both directly as well as through subordinate supervisors.
5. Design and implement procedures and practices to facilitate public service delivery in response to community needs, division objectives, or ALA rulings. Respond to patron issues, concerns and complaints.
6. Communicate and interpret KCLS policies, and other applicable operating and administrative procedures and practices, to staff and patrons; and monitor branches and programs for compliance.
7. Develop and administer assigned portions of annual budget; allocate staff, approve and monitor expenditures, and assure efficient and economical utilization of resources.

8. Establish and maintain effective lines of communication within the region, between regions, and with KCLS divisions and departments. Conduct regular visits to assigned libraries to communicate information to, and solicit input from, library staff.
9. Coordinate with other divisions and departments in planning, developing, and maintaining orderly patterns of interdepartmental efforts. Participate in system-wide planning committees. Advocate for Community Library needs.
10. Work with other library staff and local Library Boards to develop data relating to local issues.
11. Act as liaison between KCLS and local boards and Friends' groups.
12. Perform other related activities or special projects as assigned.

Secondary Duties:

1. Participate in meetings/make presentations to King County Library Board, Local Library Boards, community groups and other entities.
2. Assist staff with various library functions, i.e. weeding, clerical tasks.
3. Participate in Library activities on a regional and/or national basis.

Communication:

Incumbent has frequent interaction with a broad range of people both in individual and group settings. Contacts may be within the library structure, with the general public, boards, and Friends groups. Contacts are either by phone or face to face. Sensitive or confidential information is regularly discussed, necessitating discretion. Occasional formal presentations to groups are a part of job responsibilities.

Initiative:

Incumbent is responsible for problem solving across the organization, and for developing organization-wide policies/procedures. Position frequently develops new programs/services or concepts. The job involves a high degree of complexity, and is performed independently with minimal supervision. Work involves frequent new and varied situations. Decisions are made within general organizational policy constraints/guidelines.

Accountability:

Position involves frequent interruptions with maximum flexibility required. The incumbent has substantial planning and goal-setting responsibilities, including long-term and strategic planning. The position makes decisions that have broad/far reaching impact across KCLS. Work is seldom monitored by supervisor. An error or delay in work may result in inefficient use of resources, failure to provide services at optimal level, loss of staff moral, and patron frustration and dissatisfaction.

This position is responsible for the operations, equipment, staff and budget for multiple libraries within their region, and for one or more KCLS system-wide operational programs. Record keeping responsibilities include budget, branch and program performance records, and confidential and sensitive personnel records concerning performance or discipline.

Leadership:

Position includes mentoring responsibilities as a senior management team member. The position takes a leadership role in modeling and promoting organizational values across the organization and as a representative of the organization to the community.

DESIRED MINIMUM QUALIFICATIONS

Education/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.
- A minimum of five years of progressively responsible supervisory/management experience including at least five years as a librarian.

Necessary Knowledge, Abilities, and Skills:

- Comprehensive knowledge of public library operations.
- Thorough knowledge of all KCLS departments.
- Knowledge and support of the principles of intellectual freedom.

Ability to:

- Prioritize and effectively manage numerous projects.
- Establish and maintain effective working relationships.
- Manage, supervise, mentor, lead and motivate staff effectively.
- Communicate effectively with a diverse population.

Skill in:

- Personal and work group organization.
- Effective written and verbal communication, including public speaking.
- Process management.

Position requires continuous use of interpersonal skills. Reading, speaking, writing and hearing are also continuously required. Position frequently requires decision making, teamwork, creativity, mentoring, supervising, independent judgment and/or independent action, use of discretion, problem analysis, and negotiation.

SPECIAL REQUIREMENTS

Washington State Certification in Librarianship.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; 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. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Job is primarily performed in doors in a typical office setting, and involves extensive close work including use of a PC monitor. Incumbent must be available for evening and early morning meetings, and able to serve on-call. Extensive travel within the service district is required.

Advancement Possibilities:

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: _____
HR Manager

Final: 7/31/01