

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Online Services Coordinator**

Dept.: **Public Services**

Job Code Number: **10247**

Reports to: **Associate Director – Public Services** Grade Number: **21, Represented**

Effective Date: **August 2007**

FLSA Status: **Exempt**

General Position Summary:

To develop, plan, organize, implement and coordinate the functional operation of KCLS' online services including development and interpretation of policies and procedures on a system-wide basis.

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. Coordinate assessment of group-authoring tools and other web-based collaborative technologies; oversee desired implementations.
2. Establish standards, methods, and technical specifications for the development and maintenance of staff-generated digital content on Library blogs, wikis and related digital content projects and programs. Ensure compliance with overall Information Technology policies and standards.
3. Coordinate development of related applications with key KCLS staff and consultants such as developers, KCLS Web Services, ILS development team and stakeholders.
4. Serve as liaison between related vendors and KCLS and provide oversight of vendor performance.
5. Participate in strategic planning related to online services technologies.
6. Coordinate existing relevant services overseen by KCLS staff and committees under single banner, foster communication, minimize duplication of effort.
7. Coordinate website placement of online services (including subscription products) with KCLS Web Services.
8. Coordinate implementation of committee recommendations and new services including recruiting existing staff to contribute, evaluate effectiveness of new services.
9. Coordinate outreach and patron interaction via social community sites (ie MySpace, FaceBook, Friendster), community-based file sharing sites (ie YouTube, Flickr), text messaging, and other emerging mechanisms.
10. Communicate with staff regarding new resources, training opportunities, participation opportunities, collection decisions, etc.

11. Chair Electronic Resources Committee and coordinate implementation of committee recommendations on subscription products (i.e. databases and software) with KCLS Manager of Vendor Relations.
12. Coordinate staff training in online services with KCLS Human Resources Staff Development.
13. Coordinate work of public services staff assigned online services duties.

Communication:

Contacts are normally made with others both with KCLS employees and customer, vendors. Contacts are frequently made on own initiative. Communication frequently involves speaking in front of both large and small groups. Incumbent has a requirement to interact with customers regularly and communications occasionally contain confidential/sensitive information necessitating discretion

Initiative:

Position is responsible for problem solving across the organization and as such designs new services or concepts and develops and recommends system-wide policies and procedures. The position frequently encounters new and varied work situations. Decisions are typically made within general organizational policy constraints and guidelines. The position involves a high degree of complexity requiring the knowledge and ability to interact with multiple KCLS departments as well as all the community libraries and the ability to implement and facilitate programs across the entire library system. Incumbent operates independently with minimal supervision. The nature of the work is frequently new and varied requiring decisions be made within general organizational policy constraints and guidelines

Accountability:

A high degree of work flexibility is needed given frequent interruptions and changing priorities. The position is instrumental in preparing operational and strategic plans for online services. Decisions made have a broad/far reaching impact across KCLS given the daily impact of online services on the mission of the Library. An Associate Director occasionally monitors work.

Leadership:

The position is responsible for mentoring staff as a manager and throughout the organization as a subject matter expert. The incumbent takes a leadership role in modeling and promoting organizational values across the organization and as a representative of the organization in the community.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. The position requires an advanced degree or equivalent specializing in Library Science from an American Library Association accredited school of Librarianship and Washington State certified as a Librarian.
- B. A typical way to obtain the knowledge, skills and abilities of the position is through two years experience as a librarian with experience in web based library services or any equivalent combination of education, experience and training that demonstrates the ability to successfully perform the duties of the position.

Necessary Knowledge, Ability and Skills:

Knowledge Required:

- Extensive knowledge of methods and practices of online services.
- Considerable knowledge of the principles, practices, and procedures of a large library system.
- Considerable knowledge of pertinent federal, state, and local laws, codes, and regulations.
- Considerable knowledge of modern library procedures, methods, and computer software, web services and equipment.
- Working knowledge of the principles and practices of supervision, training, and personnel management.

Abilities/Skills Required:

- Organize, direct and implement comprehensive online technology services system.
- Perform administrative and supervisory work involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the Library and outside agencies as related to online services.
- Interpret and apply Federal, state, and local policies, procedures, laws, and regulations.
- Collect, compile, and analyze information and data.
- Make sound decisions based on research and analysis. Assess situations/problems and logically find solutions.
- Develop, administer, and evaluate library support processes and procedures.
- Listen to, understand and interpret information received from employees and patrons
Respond to requests and inquiries from employees and patrons, including handling difficult or irate people.
- Communicate clearly and concisely, both orally and in writing.
- Work tactfully, respectfully, professionally and courteously with those contacted in the course of work.
- Use of computer software and hardware.
- Negotiate with suppliers, patrons and employees.
- Supervise assigned staff members including selecting, coaching, training, motivating and imposing discipline.

SPECIAL REQUIREMENTS

Valid Washington driver's license

PHYSICAL DEMANDS

The following physical activities/abilities are required in this job in the use of a variety of office and library equipment such as computer, telephone, laptop, and projector: Continuous standing, walking, talking, listening, and sitting. Requires keyboarding and the ability to feel, handle, and grasp. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a normal office environment. Frequent sitting and extensive PC monitoring work is required. There may be some exposure to angry or hostile individuals. Travel within the service area and evening and weekend work is required.

CAREER PATH: (depending on education, experience & training)

Assistant Managing Librarian Series
Managing Librarian Series
Associate 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: 8/16/07