WESTLAKE PORTER PUBLIC LIBRARY

JOB DESCRIPTION

JOB TITLE: **Technical Services Manager**

JOB CLASSIFICATION: Grade 410, Sr. Manager, Exempt

HOURS: Full-Time (40 hours) Evening and weekend hours are required on a rotation basis and as needed. Flexibility to work off-hours as needed. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

JOB REQUIREMENTS:

Education/Experience

Requires ALA-accredited MLS. Prefer minimum 3 - 5 years of public library experience, with 2+ years of supervisory experience.

Knowledge/Skills

Flexibility along with good-humored, customer focused, change and team oriented skills are a must. Requires thorough knowledge of principles, theories and concepts of library science. Excellent command of library automation and electronic services, systems, and trends. Working knowledge of AACR2, MARC formats, and Internet protocols. Basic knowledge of contemporary concepts and practices of management. Excellent supervisory skills, including ability to monitor, evaluate, and provide continuous feedback. Ability to coach, train, and mentor to develop staff. Comfort, familiarity, and basic usage skills for new information technologies. Strong analytical and problem-solving skills. Strong written, verbal, customer service and interpersonal skills needed.

Is responsible for the overall automation effort of the library, including operation and maintenance of the online integrated system and advises on upgrades and purchases of related hardware and software. Is the library's liaison with OCLC, CAMLS, OHIONET, and the automation users group. Supervises acquisitions, cataloging and processing and acts as backup cataloger as needed. Ensures accurate and timely authority control and inventory. Assist in upgrades to integrated system.

Working Conditions

Works primarily inside the library. Required to attend meetings or training sessions outside the library as requested and needed. Valid driver's license required.

REPORTS TO: Assistant Director of Support Services

SUPERVISES: Technical and Online System Services Staff

Basic Summary

Westlake Porter Public Library's mission is to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons. **This position helps support this mission by planning and ensuring smooth, superior, continually improving, electronic services to the public and effective, supportive, automated services and assistance to staff.**

DETAILED JOB DUTIES: (Essential duties = 1 - 9)

1. *SUPERVISORY DUTIES*

Schedules and supervises technical services and network support staff including system support, acquisitions, cataloging and processing of library materials. Responsible for maintaining the online catalog and related files. Keeps up-to-date with changes and revisions of the Dewey Decimal System, Library of Congress Subject Headings, and OCLC and OHIONET policies and equipment. Supervises ongoing inventory of the collection. Initiates reclassification projects as needed. Provides authority control for all database records. Maintains and updates departmental policy and procedure manuals and requests from other departments. Requisitions supplies and materials for the department. Acts as backup cataloger if needed.

2. *SYSTEMS MANAGER*

Oversees system operations quality control. Oversees accurate operation of the integrated library system and phone system. Supervises and trains system operators. Monitors backups. Ensures the accuracy and safety of the integrated database. Works with vendors and recommends enhancements, upgrades, and additional equipment as needed. Maintains the database. Oversees the investigation, troubleshooting, and resolution of computer hardware and software problems. Oversees the installation and testing of all new equipment and software. Keeps up-to-date with advances in the computer field and specifically Westlake Porter Public Library's online catalog vendor and hardware providers.

3. *EXTRADEPARTMENTAL SERVICES*

Consults with and advises Coordinators of Reference, Circulation, Youth Services, and Community Services automated and electronic services pertinent to their respective areas. Updates Administration constantly on new developments and issues and recommends enhancements/changes. Attends Board Meetings as needed to update trustees on automation and computer projects. Attends user group meetings as needed. Attends professional conferences and training workshops as requested.

4. *PROJECT PLANNING AND IMPLEMENTATION*

Uses project management skills to plan, implement, and coordinate complex or multiple-faceted projects such as migration to a new integrated system, purchase and installation of new electronic equipment, special grant projects, etc. Including USF or e-rate discounts, etc.

5. *CUSTOMER SERVICE*

Ensures provision of polite, attentive, exuberant customer service to other departments and the public as needed. Models and reinforces excellent customer service skills. Handles customer suggestions and complaints for technical services. Explains library policies and overall service philosophy to concerned customers. Refers incidents when appropriate and necessary.

6.   *MANAGEMENT AND LEADERSHIP*

Interviews, recommends for hire, and orients new employees in the TS and IT areas. Supervises, motivates, trains, coaches, develops, and directs all employees on the TS Team. Ensures adequate and accurate communication of library projects and priorities within the department. Encourages and facilitates input, innovation, and enthusiasm from all TS staff.

7.   *ADMINISTRATIVE SUPPORT*

Supports the overall mission as well as Board and administrative priorities of the library. Performs administrative duties in a timely, accurate, and quality fashion. This includes completing regular statistical and narrative reports; fulfilling planning responsibilities; submitting budget needs requests and implementing expenditures in an efficient and accountable manner; serving as a team leader, with a library-wide perspective; and using objective analytical, problem-solving, and consensus-building skills to contribute to decisions affecting both children's services and overall library services.

8.   *ADMINISTRATION*

Serves as the librarian in charge in the absence of the Director, Assistant Director, or other senior librarian. Duties include responsibility for opening and/or closing, handling patron complaints, handling and reporting unusual incidents, dealing quickly and effectively with security and safety issues and emergencies, and handling crisis situations and media encounters. Attends Westlake Citizens Police Academy.

9.   *COMMUNICATION AND NETWORKING*

Works and serves as a positive part of a team-oriented work environment to initiate, maintain, and/or implement effective, efficient, innovative, customer-oriented service to the public and other library staff.

- Serves as enthusiastic and positive leader for the Technical Services Team by communicating effectively with coworkers and other departments; by assisting the administration in all aspects of providing good customer service to the public and other departments; and by understanding, performing, and conveying the library's role, mission, and values.

- Keeps informed of and conveys library activities and policies by attending general staff meetings, scheduling regular department meetings, and by participating in workshops or training offerings when appropriate and as requested or required. Keeps informed of current trends and issues in technical services and automation through journals, meetings, and development opportunities.

- Performs miscellaneous related additional duties as needed by the library and assigned by the supervisor.

PHYSICAL DEMANDS CHECKLIST

Technical Services

Job Title: **Manager**   Date: **December, 2012**

PHYSICAL STRENGTH FACTORS:

Does this job require:

Lifting	☒ Yes	☐ No	If Yes, list maximum weight: __20#__
Pushing	☒ Yes	☐ No	
Pulling	☒ Yes	☐ No	
Carrying	☒ Yes	☐ No	
Reaching	☒ Yes	☐ No	If Yes, What is maximum reach: _____

Does job require reaching above shoulders? ☒ Yes ☐ No

Does job require reaching to floor level? ☒ Yes ☐ No

Gripping ☒ Yes ☐ No

PHYSICAL MOBILITY FACTORS:

Throwing	☐ Yes	☒ No
Sitting	☒ Yes	☐ No
Standing	☒ Yes	☐ No
Walking	☒ Yes	☐ No
Climbing	☐ Yes	☒ No
Stooping/Bending	☒ Yes	☐ No
Crouching	☒ Yes	☐ No
Kneeling	☒ Yes	☐ No
Crawling	☒ Yes	☐ No
Twisting	☐ Yes	☒ No
Balancing	☐ Yes	☒ No

SENSORY/PERCEPTUAL FACTORS:

Hearing:

Conversation	☒ Yes	☐ No
Sounds	☒ Yes	☐ No

Vision:

Far	☒ Yes	☐ No
Near	☒ Yes	☐ No
Color	☐ Yes	☒ No
Depth	☐ Yes	☒ No

Perception:

Spatial	☒ Yes	☐ No
Form	☒ Yes	☐ No
Feeling	☒ Yes	☐ No

WORK ENVIRONMENT:

Inside Work	☒ Yes	☐ No		Traveling	☒ Yes	☐ No
Outside Work	☐ Yes	☒ No		Working Alone	☒ Yes	☐ No
Hot/Cold	☐ Yes	☒ No		Working in a Group	☒ Yes	☐ No
Fumes	☐ Yes	☒ No		Interact with public	☒ Yes	☐ No

Hazards:

Machines	☒ Yes	☐ No		Equipment	☒ Yes	☐ No
Electrical	☒ Yes	☐ No		Telephone	☒ Yes	☐ No
Sharp tools	☒ Yes	☐ No		Computer	☒ Yes	☐ No
Slippery floors	☒ Yes	☐ No				
Congestion	☐ Yes	☒ No				
Heat/cold	☐ Yes	☒ No				
Dust/vapor	☐ Yes	☒ No				

Operate: (header for Equipment, Telephone, Computer above)

ACCESSIBILITY FACTORS:

Doors	☒ Yes	☐ No		Bathrooms Public	☒ Yes	☐ No
Aisles	☒ Yes	☐ No		Drinking Fountain	☒ Yes	☐ No
Tables	☒ Yes	☐ No		Parking	☒ Yes	☐ No
Telephones	☒ Yes	☐ No		Staff Room	☒ Yes	☐ No