

Job Title: Technical Services Manager

FLSA Status: Exempt

Reports to: Regional Library Director

Supervises: System Technician, all Interlibrary Loans, Delivery, Acquisitions, Cataloguing and Processing employees

Department: Technical Services

Location: Regional Headquarters

Job Summary: Under the general supervision of the Regional Library Director, this is a professional position responsible for planning, organizing, supervising and coordinating the regional library's technical functions, including acquisitions, cataloging, processing, interlibrary loan and delivery services, the integrated library system, and network.

Duties and Responsibilities

These essential duties do not include all possible tasks in this work and do not limit the assignment of other tasks.

Plans, organizes and develops the ILS and all electronic resources, services and programs for the regional library.

Oversees the technical operations of acquisitions, cataloging, processing, interlibrary loan and delivery services of the library system.

Oversees the operations of communication systems, including the LAN, webserver, wireless, Internet access, telecommunications and related evolving systems.

Analyzes all technology needs for the library system, recommends required hardware and software and assists in contract development for technical services.

Provides support, training and technical assistance to library staff.

Assists in the development of new policies, procedures, and written training manuals for technical services and branch operations.

Supervises cataloging for all library materials.

Supervises maintenance of the ILS, website and Internet-based services.

Directs and supervises library staff including determining work schedules/assignments, selecting/orienting new employees, evaluating performance and coordinating training programs for volunteers and employees.

Communicates with vendors as necessary for the operation of technical services and branch operations.

Compiles statistics and completes reports as required.

Represents the regional library on interlibrary loan and/or automation committees and conferences.

Completes special projects as assigned.

Knowledge, Skills and Abilities

Considerable independent judgment and initiative are required.

Comprehensive knowledge of principles, practices, fundamentals and approaches to cataloging, library acquisition, delivery and interlibrary loan operations, and branch service operations.

Skilled in planning, delegating, scheduling, and overseeing functional responsibilities within the library system.

Ability to analyze, recommend and implement policies and procedures to complete departmental goals.

Knowledge of developments in library automation systems and the ability to provide leadership and consult with branch libraries on automation equipment and procedures.

Demonstrated organizational and supervisory skill, including but not limited to team building, project guidance, and communication.

Ability to establish and maintain positive working relationships with branch workers, co-workers, vendors, and the public.

Ability to communicate effectively (written and verbal), and to adapt communication style.

Ability to make rapid analytical reviews of library materials and processes.

Minimum Qualifications

Requires a minimum of a Masters Degree in Library/Information Science from an ALA accredited institution and a minimum of three years of relevant technical services and progressive administrative experience. Post-secondary technical education in computer operations or a related field is an asset. A valid driver's license is required.

Work Environment

Work environment is an office setting. Travel among libraries is required. Sustained exposure to computer monitors. On-call requirements.

Physical Requirements

Typical physical requirements include walking, stooping, crouching, reaching, lifting, grasping, talking, hearing, and seeing.

Light to medium work: Exerting up to 25 pounds occasionally, and/or up to 15 pounds frequently. Some light lifting and carrying may be required up to 30 pounds.