Job Description

Position Title: Technical Services Department Manager

Classification: K

Supervisor Title: Assistant Director

FLSA Status: Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

## POSITION SUMMARY

Under the direction of the Assistant Director, this position facilitates superior library service through administration of the Technical Services Department, overseeing the timely workflow of materials from acquisition to withdrawal.

## REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g.  MLIS) or experience:

* **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings including organizational and library conferences, meetings, and publications, facilitating groups in meetings and programs.
* **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing internet searching, using cloud-based communication tools such as Google Chat and Zoom, maintaining and organizing digital files, and instructing and training others to use technology.
* **Critical Thinking & Problem Solving** includes analyzing and evaluating information in order to assess an issue, make a decision, and take action.
* **Time Management** includes prioritizing tasks, meeting deadlines, planning for long term tasks, and managing time independently.
* **Research Skills** include interviewing others to understand their requests, understanding and explaining information and media literacy and fluency, evaluating sources and instructing others to access and use library resources.
* **Organization of Information** includes an understanding of basic library organizational systems and the methods by which information is stored and categorized.
* **Instruction and Facilitation** includes instructing and training others to access library resources and use technology and facilitating groups of people in meetings and programs.
* **Core Library Tenets** include understanding and upholding intellectual freedom; protecting patron confidentiality and privacy; supporting access to information and opposing censorship; supporting lifelong learning; and assessing and providing for the needs of diverse communities.

1. Thorough knowledge of general library philosophy, including the Library Bill of Rights and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.
2. Thorough knowledge of MARC, RDA, the Dewey Decimal classification system and Library of Congress subject and genre headings.
3. Working knowledge of cataloging rules and procedures.
4. Working knowledge of integrated library systems as well as other library applications relating to Technical Services.
5. Working knowledge of budget preparation, administration, project planning, and supervisory methods and techniques.
6. Five years experience in a public library.
7. Three years supervisory experience.

## ESSENTIAL FUNCTIONS

1. Oversees the timely workflow of materials from acquisition to withdrawal including ensuring the budget is being met and that all staff understand their roles and responsibilities in providing materials and services to meet patron needs.
2. Hires, trains, coaches, schedules, disciplines, evaluates, and supervises assigned staff; coordinates and monitors work flow to determine staffing needs.
3. Develops strategic goals, processes, and procedures for the Technical Services Department.
4. Prepares and maintains departmental records, statistics and reports.
5. Serves as Person in Charge by interpreting and implementing library policy and working closely with the security monitor to resolve issues.
6. Actively participates in the management team and management team initiatives by attending department managers and all staff meetings and serving as a liaison between other managerial staff and department staff.
7. Contributes to planning and goal setting processes for the entire library.
8. Catalogs, classifies, and adds materials according to local and national classification system.
9. Participates in appropriate local, state and national organizations.
10. Participates in relevant training, continuing education and/or staff development.
11. Performs other duties as assigned.

WORK ENVIRONMENT

Work is normally performed in a typical interior/office work environment. This role routinely uses standard office equipment such as computers, phones, and photocopiers. Some remote work may be available.

PHYSICAL REQUIREMENTS

1. Constantly discerns items near and far.
2. Constantly operates a computer and other office machinery, such as printers, copiers, and handheld scanners.
3. Frequently handles and inspects materials.
4. Frequently retrieves materials from shelves and boxes.
5. Frequently communicates with other staff.
6. Occasionally moves about the department and building to assist staff.
7. Occasionally transports boxes and carts weighing up to 75 lbs.
8. Occasionally positions self to assist staff working on computers and with materials.