

Position Description

POSITION: Manager

DEPARTMENT: Digital Services

GRADE: 16

CLASSIFICATION: Full-Time, Exempt

1. SUMMARY

Under the general direction of the Deputy Director, with wide latitude for independent judgement and decision making, is responsible for proactively providing high quality digital library services to customers that address the needs of our community, including managing the library’s information systems; coordinating implementation of new technologies into existing environment; and overseeing access to digital resources, online presences and graphics production. Advises and assists Library Administration and works collaboratively with the Leadership Team to ensure successful library operations.

1. DUTIES AND RESPONSIBILITIES
2. Primary duties and responsibilities
3. Plans, coordinates, and evaluates service model for proactively providing high quality digital services to customers that address the needs of our community, including but not limited to: developing and monitoring budget for digital services resources and staffing; developing biannual Technology Plan; coordinating implementation of new technologies; and overseeing access to digital resources, online presences and graphics production
4. Hires, manages, trains, schedules and evaluates department staff; responsible for ensuring appropriate staffing to achieve customer satisfaction levels in use of digital services and security of library’s network and information systems; oversees use of volunteers in the department
5. Manages the operation and administration of the library’s network, information systems, and remote access technologies, including deployment, maintenance, troubleshooting, and implementation of programs and services
6. Contributes to the administration of the Library by advising and assisting Library Administration and working collaboratively with the Leadership Team to ensure successful library operations; participates in weekly management meetings and involvement in library-wide projects
7. Interprets library policies and operations for the public and staff; responds to questions, concerns, and complaints and refers unresolved problems to proper level of authority as needed; recommends policies and procedures for consistently growing and improving library services
8. Gathers, analyzes and interprets library metrics related to library visits and usage to gauge efficiency and effectiveness of resources and service provisions; prepares reports and statistics for management review
9. Plans and conducts in-house or system-wide learning opportunities related to digital services as needed
10. Promotes the library by the practice of good public relations
11. Additional or specialized duties
12. Engages with the community through special projects and meeting attendance involving library promotion and outreach activities as assigned
13. Maintains currency with new technology and trends in digital services; keeps abreast of professional literature in field
14. Participates in continuing education opportunities and professional activities that are pertinent to the position
15. Acts as person-in-charge in the absence of the library director as needed
16. May work regularly scheduled hours at public service desk(s)
17. Other duties as assigned
18. Knowledge, Skills, and Abilities Required
19. Embraces “Service at the level of WOW!” philosophy
20. Maintains current knowledge of library services, practices, techniques and technology; exhibits willingness to learn and proactive approach to developing new skills as needed
21. Possesses strong working knowledge of networking and network infrastructure; Windows Server and Desktop systems; backup and recovery and security hardware and software
22. Possesses strong interpersonal skills and the ability to communicate and work collaboratively with public and staff
23. Ability to plan, assign, delegate, manage, and evaluate performance and assignments
24. Ability to set priorities, make independent decisions, and exercise discretion with patrons and staff
25. Ability to follow through tasks to completion
26. Strong attention to detail and analytical capabilities
27. Physical Skills and Abilities Required
28. Ability to use computer keyboard, telephone and other library equipment
29. Ability to read small print accurately
30. Ability to lift and carry 20 pounds
31. Manual dexterity and strong fine motor skills
32. Ability to get to meetings outside the library

V. Qualifications for Position

1. MLS from accredited ALA institution with technology concentration or Bachelor’s degree in computer science with 5 years of library experience
2. 5 years experience working in automated library environment
3. 2 years supervisor experience
4. Availability to work evenings and weekends
5. Available on call for IT system emergencies