# CITY OF CONCORD CLASS SPECIFICATION

CLASS TITLE: TECHNICAL SERVICES MANAGER DATE: 08/2013

DEPARTMENT: PUBLIC LIBRARY REPORTS TO: LIBRARY DIRECTOR

#### **JOB SUMMARY:**

Manages and oversees the library's Technical Services Division. Is responsible for the overall goal setting, planning, development, and implementation of services in the Technical Services Division. Supervises Technical Services staff. Performs professional work analyzing and responding to the informational and recreational needs of the public. Coordinates the library's integrated automation system. Works with library management team to develop and implement the library's technology plans. Serves as system administrator for library's integrated automation system; serves as liaison with hardware and software vendors; oversees maintenance of system hardware and software; coordinates staff training; troubleshoots computer problems for users.

## **ESSENTIAL JOB FUNCTIONS:**

Carries out supervisory responsibility for the Technical Services Reference Librarian, oversees the technical services staff and others in the Technical Services Division in accordance with city policies, procedures, and applicable laws, including scheduling, training in job skills, appraising performance, addressing complaints, resolving problems, and planning, assigning and directing work.

Reviews progress, accomplishments, budgets, and strategies for the Technical Services Division.

Sets, plans, develops, and implements the overall goals of services and workflows through priority setting and task assignment in the Technical Services Division.

Oversees acquisitions and cataloging processes.

Identifies potential sources of supplies, materials, and services to provide appropriate quality and prices.

Supervises and participates in the preparation and interpretation of statistical reports in Technical Services.

Oversees system maintenance operations on hardware and software and oversees regular daily and weekly system maintenance operations on public PCs, related time, and print management systems.

Works as system administrator for library's integrated automation system; serves as liaison with vendor for hardware and software support; responds directly to staff for hardware and software support, evaluating problems, and, when necessary, consulting with the vendor for assistance per the maintenance contract.

Troubleshoots technical problems with equipment that communicates with the library automation system.

Troubleshoots technical problems with staff computers and related peripherals and with the city telecommunications infrastructure; triages, solves, or forwards detailed and accurate descriptions to appropriate city personnel.

Implements new system features; oversees system upgrades and enhancements; evaluates new software modules offered by vendors for the automation system, the public PC time and print management system, the self check systems, the microfilm eCopy digital imaging system, ADA adaptive technologies, and the materials security system.

Compiles reports, statistics, and notices associated with the library's integrated automation system, the public PC time and print management system, self check systems, and internet databases.

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Maintains library budget performance indicators report.

Serves as liaison for the department with the city's data processing department.

Develops long-range automation goals and technology plans.

Answers reference and reader's advisory questions for patrons by phone, in person, by mail, and by e-mail; analyzes specific user needs and researches, retrieves, synthesizes, edits, and filters information; refers patrons to appropriate agencies or organizations; directs patrons in the use of library facilities, resources, services, and equipment; interprets, applies, and explains library policies and procedures.

Analyzes and evaluates assigned areas of the library collection on an ongoing basis to ensure appropriate development of the collection to meet the needs of the public and the mission of the library; uses professional judgment to review, evaluate, and select library materials in all formats for adults.

Maintains education in library science; attends courses, workshops, and conferences; keeps abreast of professional library literature.

Belongs to and is active in local and state library organizations.

Acts as member of management team; confers with upper management to keep them informed on key issues and progress toward objectives and to gain their support and approval; makes recommendations to assist management in making needed improvements.

Prepares reports, memos, and correspondence concerning areas of responsibility.

Prepares annual area budgets; interprets and monitors performance of contracts; reviews bill from vendor.

May perform duties of Library Director in his/her absence.

Participates significantly in the development and implementation of library policies, procedures, and long-range plans.

Performs other related duties as assigned.

## MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal CD-ROM Equipment Printers Microfilm/Microfiche Reader/Printers Barcode Readers Scanner

Audiovisual Equipment General Office Equipment Tablets and eReaders

# **MINIMUM QUALIFICATIONS REQUIRED;**

## **Education and Experience:**

Master's degree in Library/Information Science accredited by the American Library Association; three years of progressively responsible related experience or any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Licenses and Certifications: None.

#### **KNOWLEDGE, SKILLS AND ABILITIES;**

## Knowledge of:

Library operations and administration.

Professional library principles and practices.

Principles of supervision, recruitment, training, and performance evaluation.

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Principles and practices of budgeting.

Principles and practices of marketing.

Principles and practices of purchasing.

Methodology of research and statistical analysis.

Modern practices of library automation.

Library software and hardware applications as well as operating systems.

Wide variety of public and scholarly information sources.

Trends relating to publishing, computers, and media.

All department policies, rules, and regulations.

In-house library collection as well as networked resources worldwide.

All client groups and the community as a whole and its various needs.

Policies, functions, and administrative operations related to area of assignment.

#### Skills in:

Communicating clearly and effectively, both orally and in writing.

Operating computer equipment and peripheral devices.

Troubleshooting computer operating issues.

Maintaining database files.

Supervision and management, including planning, organizing, assigning, directing, reviewing, and evaluating work of those supervised and providing leadership.

Communicating with tact and discretion.

Applying initiative and independent judgment to problem solving.

Compiling statistics and analyzing data.

Effective interviewing techniques to include applicant selection.

Motivating staff for performance through providing training and development opportunities.

Independently organizing work, setting priorities, and following up on assignments.

Preparing reports and correspondence.

Formulating goals, objectives, and methods of evaluation.

Determining client needs.

Defusing conflict situations amongst both employees and library patrons.

Information retrieval.

Database searching.

# Mental and Physical Abilities to:

Establish and maintain effective working relationships with staff, patrons, and other city departments.

Speak effectively before public groups and respond to questions.

Write reports, correspondence, and procedure manuals in a clear and concise manner.

Read, analyze, and interpret professional periodicals and journals.

Read, analyze and interpret hardware and software programs for application and use.

Effectively utilize a wide range of in-house and remote information resources and technology.

Apply logical thinking to anticipate, analyze, and resolve problems and accomplish tasks.

Perform duties while sitting for an extended period of time, standing, and/or stooping.

Occasionally lift light and heavy objects.

Use tools or equipment requiring a high degree of manual dexterity.

# **Working Conditions:**

Work is performed in a library.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American's with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.