

LIBRARY SERVICES MANAGER – LIBRARY SYSTEMS AND TECHNOLOGY

Position Code: 2150

WC Code: 8810

FLSA Status: Exempt

Pay Grade: 355

Location: Library

Approval Date: 2023

General Statement of Duties

Performs professional level library service in the management, supervision, and development of library systems and technical services staff.

Distinguishing Features of the Class

An employee in this class performs supervisory and professional library work in the planning, organizing, promoting, directing, supervising of services in a library division and work may require the application of specialized library techniques. Employee in this class serves on the Library Management Team to develop strategies for moving the library forward in partnership with other key staff and the community. An employee in this class contributes to a work environment that encourages high performance, collaboration, innovation, and customer service. Employee must exercise initiative and independent judgment in staff supervision, including training, direct monitoring of performance, customer service. The position has a close working relationship with other Town Departments, and a communication level relationship with the support entities of vendors and other organizations that provide and maintain services to library patrons. The position reports to the Library Director.

Duties and Responsibilities

Provide leadership and support for the Mooresville PL Library system, software, and technology.

Manage and provide support for the library services platform/ILS (currently Sirsi Dynix Horizon), including scheduling system upgrades, monitoring performance, ensuring system security and integrity, implementing data migration, and executing data exchange.

The systems librarian is the main contact for systems vendors, library colleagues, and Town Information Technology Services to trouble shoot library systems issues.

The successful candidate will investigate and provide input regarding future planning for new systems, software, and equipment to enhance operations and services of the Library.

Responsible for configuring, troubleshooting, and maintaining the library services platform/ILS.

Serves as the technical lead for the library services platform (Sirsi's Horizon) and web catalog (Sirsi's Enterprise), as well as digital collections platforms (CONTENTdm and PastPerfect); data analytics platform (EBSCO) and NCLive.

Coordinates and integrates the library services platform/ILS and web catalog with other library platforms, including the link resolver and knowledge base.

Develops and maintains policies, procedures, and documentation about library systems workflows and processes.

Coordinates and delivers systems-related training for library personnel.

Collaborates across library departments to facilitate and improve systems workflows.

Communicates changes in system functionality to library staff in a prompt and effective manner.

Works with customer support representatives and vendors to monitor and troubleshoot performance, resolve systems issues, and remain current on new systems technologies.

Maintains knowledge of, and engages in, continuous professional development to keep up with trends in emerging technologies, digital tools, and software solutions.

Demonstrated ability to perform workflow analyses and document procedures.

Experience working with third-party vendors for library and other technical systems.

Perform other tasks as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Thorough knowledge of the principles and practices of supervision and customer service as applied to a major library service or similar setting.

Ability to train, supervise and evaluate personnel in library services.

Have or ability to obtain thorough knowledge of the various types of genres and reference works, literature, technical library publications, and audio-visual materials and formats including audiobooks, films and television, digital materials

Knowledge of automated library systems including database management

Knowledge and ability to use reference tools, classification, cataloging, acquisition, and circulation.

Knowledge of subject interest and reader's advisory

Considerable knowledge about accounting procedures and reconciling financial records.

Ability to express oneself effectively and concisely, orally and in writing.

Ability to plan, organize, supervise, and direct a complete program or division of library services.

Ability to establish and maintain effective working relationships with vendors, associates, subordinates, community groups, and the public.

Considerable skill in customer service and troubleshooting problems with library patrons.

Thorough knowledge of automated library systems including database management

Considerable knowledge of computer maintenance, software, and hardware applications in a library or similar setting

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel objects, talk, and hear. The employee is occasionally required to climb, kneel, stoop, and crouch. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard. Must be able to perform medium work exerting up to 50 pounds of force occasionally; and/or up to 20 pounds of force frequently; and/or up to 10 pounds of force constantly to move objects. Lifts and carries books and materials up to 20 pounds. Employee must be able to manually push and or pull mobile library carts in excess of 100 pounds. Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, and do extensive reading.

Minimum Education and Experience

Bachelor's degree from an accredited college or university with major course work in computer science or related field and five to seven years' experience in providing technology services at a public library or similar setting. Two to four years of customer service and supervisory experience in a public library setting or similar setting. Or an equivalent combination of education and experience