

TECHNICAL SERVICES MANAGER

DEPARTMENT/DIVISION: Williamsburg Regional Library/Digital Services/Technical Services

NATURE OF WORK:

Under the supervision of the Digital Services Director, the Technical Services Manager is responsible for all technical services department operations and staff. Plans and monitors the department's activities using Williamsburg Regional Library's current Strategic Plan as a framework.

ESSENTIAL FUNCTIONS OF THE JOB MAY INCLUDE:

Leads, organizes, and administers all functions of the technical services department.

Hires, trains, supervises, evaluates, and schedules all technical services department staff members.

Manages and tracks the materials budget.

Coordinates all materials purchasing, including reviewing materials requests, placing orders for materials ordered with non-fiscal funds, creating and maintaining all automated fund activities in the library system database, acquiring and maintaining all vendor computer applications related to electronic order delivery, and maintaining the library acquisitions database.

Researches, implements, and evaluates comprehensive programs and technological advancements to update and modernize technical services procedures that include bibliographic control and integrated library systems (ILS).

Works closely with ILS Administrator to create and implement database reports, cleanup utilities, and other programs.

Prepares monthly and other special reports including statistical and data information; evaluates library programs and services.

Maintains an awareness of current trends and technologies relevant to technical services and library functions; improves the quality of library services through individual and general staff development.

Collaborates with and supports other division directors/managers/officers.

Participates in library-wide planning and decision-making; serves on and/or chairs library committees.

Participates, as appropriate, in local, state, and national library associations.

Oversees activities of designated volunteers.

Performs other duties as required.

PHYSICAL REQUIREMENTS:

Administers work typically in an office, with occasional walking, medium lifting, and other limited physical activities. Frequent sustained use of a computer and other office equipment is required. Regular contact is made with staff members, vendors, and the general public.

EQUIPMENT TO BE USED AND LOCATION OF JOB:

The job is located in the James City County Library. Computer, printer, copier, fax machine, and other office equipment as required. .

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to plan, organize, and administer a library department.

Knowledge of the principles, practices, and techniques of management and supervision.

Knowledge of the principles, practices, and techniques of modern technical services operations.

Knowledge of vendor relations and collections.

Ability to establish and maintain effective working relationship with the Library Director and Library Assistant Director, division directors/managers/officers, staff members, vendors, and the general public.

Excellent communication (written and oral) and interpersonal skills.

Ability to work well under pressure, paying close attention to detail. Ability to effectively delegate work.

Ability to set own priorities for work to be done and to meet deadlines.

MINIMUM QUALIFICATIONS:

Master of Library Science degree from an ALA-accredited library school. Three years of progressively responsible managerial and supervisory experience in a relevant field.

PREFERRED QUALIFICATIONS:

Library experience. Demonstrated knowledge and experience with current and emerging trends and technologies related to the position.

NECESSARY SPECIAL QUALIFICATIONS:

Ability to travel among the various library and other sites.

WORK SCHEDULE: Full-time exempt position; 40 hours per week

DIVISION: Digital Services

SUPERVISOR: Digital Services Director

DATE PREPARED: November 2011