



Wilmette Public Library
Job Description

Position:	DIGITAL SERVICES MANAGER
Type:	Full-time
Classification:	Exempt
Reports to:	Assistant Director
Pay Grade:	31
Updated:	2/23/2022

POSITION SUMMARY

Reporting to the Assistant Director, the Digital Services Manager leads the current and future development of digital library services and collections. This position supports lifelong learning, digital literacy, instructional support to emerging technologies, coordination of maker initiatives, staff training, and direct public service. The Digital Services Manager oversees the daily operations of the department, including patron-facing computer services, as well as planning, coordinating, and implementing services to support community interests and emerging needs. Collaborates with all departments to manage the public-facing aspects of digital services.

ESSENTIAL RESPONSIBILITIES

- Manage overall operations of department: set team direction and department objectives in alignment with Library's strategic goals. Set departmental goals and duties, review and modify departmental practices and procedures, with guidance from Assistant Director, to ensure that services meet the needs of the community.
- Provide relevant training to current staff and new hires, and provide constructive feedback and career development support to staff as needed. Conduct regular performance appraisals. Work with Human Resources on any performance improvement plans or corrective action measures as appropriate.
- Manage department budget and ensure that expenses stay within the framework of the approved budget in support of the overall fiscal goals of the Library.
- Review, investigate, and resolve escalated customer service and patron-related matters within the department.
- As a member of the Leadership team, attend all relevant meetings and serve as a liaison with all departments to support inter-departmental projects and tasks. Ensure that staff is appropriately updated on relevant information.
- Serve as Person-in-Charge (PIC) as assigned.

Digital Services Manager

- Ensure that shifts and scheduling needs are met. Work with Assistant Director to determine departmental staffing needs, and assist with the recruitment process: interview and recommend selection of appropriate personnel.
- Manage and provide regular department statistical reporting.
- Proactively seek out, recommend, and implement improvements and innovations in the area of digital services.
- Manage digital resource subscriptions (Hoopla, Kanopy, Overdrive, etc.). Provide monthly usage statistics.
- Manage EZ Proxy maintenance to support remote access to subscription databases in collaboration with Adult and Youth Services.
- Collaborate with Communications and Events Manager and/or Technology Manager to provide resolution of website redirects, broken links, SSL certificate renewals, and authentication matters.
- Develop and facilitate training for staff and patrons on relevant library technology.
- Participate in associated professional organizations, conferences, and training.
- Keep current on department and library news and events by checking work email.
- May coordinate and participate on Library committees, as assigned.
- Ensure all policies of Wilmette Public Library are followed.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Demonstrated ability to:
 - develop and maintain strong working relationships with colleagues and community members
 - anticipate and creatively solve problems with a flexible mindset
 - positively adjust to change
 - think strategically about the library's role providing digital services to the community
 - gather, analyze, and use meaningful data in decision-making processes
 - demonstrate exceptional leadership skills and conduct fair and impartial treatment to all patrons and staff
 - coordinate and prioritize tasks to meet deadlines with excellent organizational and problem-solving skills
 - work independently while also flexible to work in a team setting.
- Commitment to and demonstrated success discussing, integrating, and promoting diversity, equity, inclusion, and accessibility
- Extensive knowledge of computers, various software, and technology equipment, including Drupal and Zoom
- Ability to provide interpretation and explanation of information sources, and to provide instruction in the use of resources both one-on-one and to groups
- Ability to demonstrate superb communication skills both verbal and written
- Ability to demonstrate knowledge of department practices and procedures
- Demonstrate awareness of library resources, practices, and policies

QUALIFICATIONS

- Masters of Library Science from an ALA-accredited library school required
- 2 or more years of library or related experience
- 2 or more years of recent supervisory or leadership experience
- Demonstrated knowledge of existing and emerging technologies including MS Office, computers, mobile devices, social media, maker technology, and online resources
- Exceptional customer service skills required
- Proven project management experience
- Ability to work both independently and in a team setting
- Schedule includes daytime, evening, and weekend hours

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Ability to read, write, and communicate fluently in English
- Physical ability to sit and stand for extended periods of time
- Ability to walk from one area of the Library to another
- Ability to occasionally lift and carry items up to 35 pounds
- Ability to occasionally push or pull carts weighing up to 75 pounds

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date