



Position:	TECHNICAL SERVICES MANAGER
Type:	Full-time
Classification:	Exempt
Reports to:	Director
Pay Grade:	31

POSITION SUMMARY

Under the supervision of the director, the Technical Services manager supervises the staff in the Technical Services department and participates as a member of the library's leadership team. The Technical Services manager plans, directs, and manages acquisitions, cataloging, classification, processing, inputting, withdrawing, and reporting for optimum workflow. The Technical Services manager maintains an in-depth knowledge of the ILS and its reporting capabilities to provide support to all staff and ensure the library's collections are appropriately accessible to patrons. The Technical Services manager catalogs and classifies materials and updates bibliographic records according to the CCS (Cooperative Computer Services) consortium's standards, as well as current cataloging rules and practices.

ESSENTIAL RESPONSIBILITIES

- Supervises department staff including scheduling, training, conducting performance evaluations, ensuring quality standards, goal setting goal, timesheet approvals, participating in hiring, and administering corrective action.
- Plans and leads department meetings and communicates appropriate information to Technical Services staff on a regular basis.
- Attends Leadership Team meetings and participates in the management of the library.
- Prepares monthly narrative and statistical departmental reports for the director.
- Sets goals, establishes priorities, oversees projects, and optimizes workflow for the department in collaboration with Technical Services staff.
- Analyzes, develops, and refines departmental procedures for the effective operation of the department, as well as to support the introduction of new formats or services.
- Works collaboratively to enhance service to patrons and staff and introduce new services to increase operational effectiveness.
- Maintains vendor relationships and acts as a liaison between vendors' products/services (Baker & Taylor, Midwest Tape, Collection HQ, etc.) and library selection staff.
- Fosters communication and cooperation between the Technical Services department and other library departments.

- Performs copy and original cataloging as needed, supplies call numbers for materials as a backup to the Cataloging Librarian, provides database maintenance, and creates templates and record sets.
- Represents the library at the CCS CAMM (Cataloging and Metadata Management) meetings, as the library alternate at CCS Governing Board meetings, and as a volunteer for CCS special projects.
- Advises the director on matters relating to Technical Services, CCS, Polaris, reports, etc.
- Utilizes knowledge of ILS to support staff, establish and maintain collections, manage Polaris policies including circulation and “holdability” rules, and to create and run reports.
- Monitors current practices and technology trends by reading relevant professional journals and online resources.
- Participates in continuing education opportunities including attending conferences, webinars, and workshops.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Demonstrated ability to:
 - develop and maintain strong 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 services to the community
 - gather, analyze, and use meaningful data in decision-making processes.
 - 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.
- Knowledge of principles and practices of public library Technical Services operations.
- Knowledge of library resources, practices, policies, and procedures.
- Knowledge of descriptive and subject cataloging, authority control, and classification (including RDA, MARC, LCSH, LCGFT, and DDC).
- Ability to strive for a high level of quality service to patrons and staff.
- Ability to demonstrate leadership, organizational, project management, and supervisory skills.
- Ability to motivate staff, encourage growth, recognize skills, and foster improvement when needed.
- Ability to work independently as well as part of a collaborative team.
- Ability to communicate clearly and effectively in both written and oral communications.
- Ability to problem-solve, identify and resolve issues in a timely fashion, and collect and analyze information for evidence-based decisions.
- Ability to demonstrate proficient and efficient use of the library’s integrated library system (ILS) including creating and running reports.

- Ability to successfully accomplish original cataloging utilizing OCLC's Connexion product.
- Ability to be flexible, adaptable, and willing to learn.
- Communicate effectively in English, both orally and in writing.
- Ability to read and understand written information and instructions.
- Ability to adapt communication style.
- Ability to use good judgment following procedures in support of library policies.
- Ability to provide supervision and coordination of staff and delegate duties as appropriate.
- Ability to empathize and relate to staff needs, exploring beyond the initial question to determine the actual information desired.
- Ability to work effectively and courteously with the public and staff in person, on the telephone, via email, and online.
- Ability to work efficiently and calmly during busy periods and with frequent interruptions.
- Ability to provide excellent service at all times.
- Ability to type and enter data into computer accurately.
- Ability to use technology and relevant software programs to analyze records and statistics.
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications as required.
- Knowledge of Windows computing platform and Microsoft Office software suite.

QUALIFICATIONS

- Master's degree in Library Science from an ALA-accredited institution.
- Three to five years of progressively responsible cataloging experience in a public library in a variety of formats is required.
- Previous management or supervisory experience is required.
- Experience with the Polaris integrated library system is preferred.

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

- Ability to read, write, and communicate fluently in English.
 - Occasionally required to bend, stoop, kneel and crouch.
 - Physical ability to sit and/or stand for extended periods of time.
 - Ability to walk from one area of the Library to another.
 - Physical dexterity to reach shelves of various heights.
 - Ability to lift and carry items up to 20 pounds.
 - Ability to push items of 50 pounds or higher while utilizing a cart.
 - Ability to perform repetitive hand motions for extended periods of time.
 - Visual acuity sufficient to read various font sizes.
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Wilmette Public Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the library will review a reasonable request for accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

ACKNOWLEDGEMENT

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

Employee's Signature

Date