



LIBRARY TECHNICAL SERVICES MANAGER

Purpose:

To actively support and uphold the City's stated mission and values. To manage and coordinate a variety of advanced level professional duties in providing technical direction, maintenance and support for the Library collections and electronic resource systems and equipment.

Supervision Received and Exercised:

Receives direction from the Deputy Community Services Director – Library or the Community Services Director.

Exercises direct supervision over professional, paraprofessional, technical and clerical library staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Serves as system administrator for integrated library software system (ILS); train staff in operation of system; install software upgrades and resolve system problems with ILS vendor.
- Maintain online catalogs and peripheral systems; maintain and perform quality control for all data in ILS.
- Administers library public computer network in the main library and at four outreach centers; develop PC models; evaluate, install, and maintain software and hardware; maintain PC reservation systems, PC security systems, public network internet filter, and software upgrades and updates.
- Assists in the preparation and monitoring of Library budgets; purchasing and implementation of technology projects within the assigned areas of the Library. Prepares strategic plans concerning automation for the department and establish priorities regarding systems projects; ensure the integration of all Library automated systems.

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Library Supervisor - Operations (continued)

- Contact for third-party system vendors, including materials security, self-checkout, public printing, and time management systems; maintain electronic interfaces with those systems.
- Promotes teamwork and professional development and ensures effective customer service is provided by Library personnel and supports recognition of all employees.
- Manage the selection of staff; provide or coordinate staff training; assign work activities, projects and programs and monitor work flow; review and evaluate work products, methods and procedures.
- Technical contact for electronic resource vendors; maintain and troubleshoot electronic interfaces with external resources.
- Contact with Maricopa County Library District for Library Assistance Program (LAP) funds.
- Develops technology plans in accordance with the Library strategic plan and Information Technology Division guidelines and standards; researches and recommends the acquisition of software and hardware in support of Library operations.
- Provides training opportunities with emphasis on technology. Develops and maintains procedures for the security of the Library information systems and data.
- Represent the Tempe Public Library at professional meetings and conferences.
- Direct the preparation of required reports and records; ensure timely submission and evaluate as necessary.
- Serves as the library building supervisor in the absence of the Deputy Community Services Director – Library.
- Provide pro-active performance planning; utilize performance goals, outline professional development plans, and discuss job competencies.
- Maintain effective and consistent one on one dialogue with all employees on a regular basis and provide pro-active performance planning.
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

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Library Supervisor - Operations (continued)

Four years of professional-level, operational public library experience and including two years of supervisory experience. Two of the years in technical or IT protocols experience preferred.

Education:

Equivalent to a Bachelor's Degree from an accredited college or university with major course work in, library science, computer science or degree related to the core functions of this position. A Master's Degree in Library Science or Information Technology is preferred.

Licenses/Certifications:

None

Examples of Physical and/or Mental Activities:

- Lift heavy objects up to 50 lbs. (i.e. computer equipment with assistance of carts or dollies);
- Operate City Vehicle (i.e. attend meetings and transporting equipment to of off-site locations);
- Climb stairways, ladders and work on elevated structures (i.e. related to technology equipment inspections);
- Other physical labor essential to the classification (i.e. inspect computer cabling, hardware switches, etc. located in tight spaces and in other locations around the building);
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators, and other office machines (i.e. works on computers daily, trouble shooting computers, assists with coping machines and calculator);
- Extensive reading and close vision work (i.e. reading computer screens, data, budget reports, contracts on desktop and hand held devices);
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc. (i.e. computers, sorting, equipment and troubleshooting of hardware in some close spaces);
- Exposure to blood and airborne pathogens; bodily fluids; etc. (i.e. position works a public services as needed and has contact with general public);
- May require working extended hours (i.e. might need to work a flexible shift, late evenings or early morning hours for system upgrades and in emergency (IT or Building) situations).

Competencies:

<http://www.tempe.gov/home/showdocument?id=26274>

Job Code: 340

Status: Exempt / Classified

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Effective November 1988

Revised September 2001 (range adj, duty change, change to exempt)

Revised Nov. 2007 (retitled, IT duties added, reorg)

Revised Dec 2010 (Title change)

Revised August 2013 (Title changed to Library Supvr)

Revised April 2017 (Title change and update job duties, min quals)