

City and Borough Sitka, Alaska

Class Specification

Class Title	Library Technical Services Manager
Class Code Number	3030
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	September 2010

General Statement of Duties

Administers the Technical Services function at the Library and provides administrative oversight for related Library functions; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide technical and administrative support in the deliverance of Library services. The work is performed under the direct supervision of the Library Director but considerable leeway is granted for the exercise of independent judgment and initiative. Direct supervision is exercised over the work of all Library personnel in the absence of the Library Director. An employee in this class performs the duties of other employees in the Library as required or as assigned by supervisory personnel. In the absence of the Library Director, an employee in this class temporarily assumes full responsibility for duties of this position. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, members of the Library Consortium, outside vendors and the public. The principal duties of this class are performed in a public Library environment. An employee in this class may perform any one or more or any additional duties as assigned.

Examples of Essential Work (Illustrative Only)

- Monitors and maintains a central computer and equipment consortium for Libraries within the City and Borough of Sitka;
- Coordinates the services of automated system equipment, software, services and maintenance with appropriate vendors;
- Administers the city and school library computer network;
- Provides administrative oversight for library functions;
- Provides on-site system support through troubleshooting technical services, performing on-call system maintenance and repairs as needed;
- Maintains a knowledge of reference services within the library and provides reference services to patrons on a wide variety of subjects and educational levels;
- Collates Library data and produces annual statistical report for State Library;

- Maintains a safe and secure library environment through monitoring patrons adherence to library procedures and guidelines and maintaining an awareness of all persons within the facility;
- Trains all Library personnel within the consortium in the use of technical services, including conducting training workshops;
- Composes, produces and distributes documentation, reference manuals, training materials, memos and directives in the use of the consortium system;
- Conducts research on technical services to obtain the most cost effective and valuable services for Library needs and monitors vendor's compliance with contract specifications;
- Develops standard policies and procedures for technical systems security in coordination with all Library staff within the consortium;
- Determines and configures software codes and settings to meet system expectations of all users;
- Performs software maintenance procedures, including resizing files, index building and program updates;
- Rewrites and reconfigures main system menus, help screens and display screens;
- Studies system use and designs revision to minimize down time to system users;
- Oversees system back-up procedures, monitors disk usage and develops emergency recovery procedures;
- Performs quality control checks of the bibliographic database;
- Establishes and monitors a port structure to audit proper use of software licenses;
- Organizes, designs and writes original file dictionaries to generate custom database reports;
- Maintains, troubleshoots, repairs, replaces and selects all hardware and peripherals within the Library, including CPUs, file servers, monitors, barcode readers, network terminals, printers, CD-ROMS, etc;
- Selects and implements all software programs within the Library, customizing packages as necessary to fit Library needs and trains Library personnel in their maximum use;
- Maintains detailed reports of all technical services operations for the purpose of system analysis and the determination of future needs;
- Performs professional cataloguing, technical services and bibliographic control duties, including classification and description of all acquired materials using standard Library cataloguing and classification guides and by adhering to library material standards;
- Enters holdings in both the OCLC and Sitka library Network databases;
- Maintains daily Library operations in the absence of the Library Director, including staffing and operational concerns;
- Serves assigned hours at the Circulation desks and performs other duties of the Library Assistants as needed;
- Explores all possible information sources for inquiring patrons, including all materials within the Library consortium of Sitka, other contributing Libraries in the inter-library loan program and other related sources as necessary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to all employees;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Trains, assigns, prioritizes, supervises, motivates and evaluates the work of assigned employees;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Comprehensive knowledge of technical services systems within a Library environment, preferably within a consortium;

- Comprehensive knowledge of system software as applied to Library services;
- Comprehensive knowledge of Library databases and system security;
- Thorough knowledge of standard library practices and procedures;
- Skill in the maintenance and repair of the various components of technical services systems;
- Ability to implement hardware and software systems within a library based on the analysis of current needs;
- Ability to ascertain the needs of Library patrons and direct them to the needed resource within the Library or contact outside services to ensure all available information is obtainable to the patron;
- Ability in basic math computations and alphabetic filing systems;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Business Communications Systems or a library related field; and
- Considerable experience in both Library Sciences and/or administration and technical services systems; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work, with an emphasis on covering the dual functions of technical proficiency and Library administration.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to maintain technical information systems;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general library environment and visit various work suites throughout the City and Borough.

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