



Technical Services Manager Full Time

The Technical Services Manager is responsible for effectively managing the operations and activities of the library's technical services operations. This includes management and oversight of the technical services staff, planning, direction and management of acquisitions, cataloging, classification, and processing of library materials. This role reports to the Customer Experience Officer and is located at the downtown library.

RESPONSIBILITIES INCLUDE:

ILS Management and Cataloging

- Monitors, customizes, and ensures optimal operation of ILS, supporting a variety of services including circulation, acquisitions, cataloging, serials, reports, external interface functions, and the online public access catalog (OPAC).
- Serves as primary contact for ILS related issues, and as liaison to staff, other libraries, and vendors.
- In collaboration with IT, maintains interfaces between the library's integrated library system and 3rd-party products, in-house developed products, self-service checkout, computer reservation systems, and web-based applications that require authentication from the customer database.
- Oversees original and copy cataloging, and classification of library materials, in accordance with international cataloging standards and library best practices.
- With vendor support, manages OPAC to include application performance, administration, maintenance, and upgrades to meet library requirements.
- Participates in the design of an end-to-end chain of services with the public services teams and IT to ensure a positive user experience and resource discovery for both customers and stakeholders.
- Maintains an accurate, up-to-date database of library materials in all formats and for all age populations.
- Works closely with Hartford Public Schools and the Boundless partnership to ensure resource discovery of materials to Hartford students and families.

Supervision and Leadership

- Provides direct supervision of the Technical Services team.
- Assigns, explains and reviews work, monitors work quality, and resolves operating problems.
- Explains, implements and enforces Library rules and regulations, interprets and clarifies policy, responds to employee concerns and maintains professional employee relations.
- Responsible for staff training on ILS, including new releases and module.
- Training on ILS for Hartford Public School Partners.
- ILS liaison for school partners and acquisition vendors.
- Oversight of Electronic Resources.

Reporting

- Produces statistics and reports as required.
- Runs both routine and on-demand data clean-up reports and performs associated record updates.
- *Other duties as assigned.*

EDUCATION AND EXPERIENCE/QUALIFICATIONS:

REQUIRED

- **Master's degree in Library Science, Information Science, or related field, OR bachelor's degree plus two years of related course work and experience.**
- Public library experience
- Experience with original cataloging to ensure a diverse collection and remove disparities
- ILS Management experience
- Demonstrated ability to take initiative and ownership of projects with strong attention to detail and accuracy
- Collaborative team player with the ability to work independently
- Excellent organizational and priority setting skills
- Ability to provide consistent and excellent customer service to a diverse population
- Effective oral and written communication skill

PREFERRED

- Proficiency in a second language/Spanish speaking
- Experience with SIRSI Integrated Library System
- Knowledge of HTML5 and CSS
- Experience working with cataloging tools such as MARCedit

PHYSICAL DEMANDS / WORK ENVIRONMENT:

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to maintain composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods of time.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Ability to lift moderate to heavy weight material up to 50lbs.

What we offer employees:

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program

- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life. We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning
- Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

To Apply: Please email resume and cover letter to hpljobs@hplct.org add **Technical Services Manager** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

Hiring Range: \$ 57,374.20 - \$59,112.82 DOE

Hartford Public Library is an Equal Opportunity Employer.