

Digital Library Lab Manager - Full-Time

The **Digital Library Lab Manager** champions business growth through entrepreneurial initiatives, leveraging innovative strategies to deliver services and generate revenue. Responsible for oversight of daily lab operations and workflows. This role specializes in scanning and digitizing office files, enhancing accessibility, organization, and storage efficiency for-profit and nonprofit business needs as well as supporting the creative and preservation needs of municipalities, government repositories, artists, libraries, archives, and museums, transforming physical objects into digital assets for preservation and public access. The manager is responsible for customer service and sales, concurrent project production, quality assurance, and adherence to industry standards and best practices. Additionally, this role is crucial in developing procedures, designing new workflows, and testing tools and software to enhance the Lab's capabilities. The manager may also need to assist with production, including bulk scanning and digitizing physical documents. The Digital Lab Manager will report to the Executive Director of Culture and Communications. ***General office schedule, 37.5 hours/week.***

RESPONSIBILITIES INCLUDE:

Business Development and Customer Relations

- Responsible for the creation and implementation of business development strategies.
- Proactively identifies opportunities to promote and sell digital services, including specialty orders and new projects.
- Collaborates with the marketing team to develop strategies for increasing sales of digital services.
- Tracks customer feedback and sales data to inform service improvements and marketing efforts.
- Sets budgets, meets or exceeds annual revenue goals.
- Provides exceptional customer service by addressing inquiries, resolving issues, and offering solutions related to digitization services.
- Provides cost, production, and revenue estimates for specialty orders, new projects, and new services.
- Monitors high-speed document scanning bid opportunities and prepares competitive bid documentation.

Management

- Plans and directs multiple in-house and vendor projects to meet departmental and Library goals.
- Recruits, trains, and leads DLL staff and contractors for materials preparation, image capture, file creation/management, and quality control.
- Ensures digital conversion of materials follows established standards for digital preservation masters and guidelines for preservation repositories and document management systems.
- Develops project timelines, meets annual production goals, and improves workflows for efficiency and quality.
- Creates training materials; oversees and trains students and interns; maintains technical and procedural documentation.
- Monitors, documents, and analyzes production costs and revenue data for reports, budgets, and planning.
- Conducts off-site client meetings as needed and manages the transportation of collection materials as necessary.

Technical Development & Support

- Provides technical support for imaging and processing equipment/software; maintains equipment inventory, licensing, and warranties.
- Identifies, tests, and recommends software for image capture and file processing; integrates new hardware, software, and document management systems into workflows.
- Develops methods and procedures; collaborates with library partners and developers to automate and improve workflows.
- Enhances workflows with databases, scripts, and image processing utilities.

- Stays updated on digital initiatives, emerging standards, and regional, national, and international projects.

SECONDARY FUNCTIONS

Other duties as assigned.

The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

EDUCATION and EXPERIENCE/QUALIFICATIONS

Preferred: Bachelor's Degree, preferred, or equivalent work experience.

Experience:

- Demonstrated experience managing a process from design to completion.
- Demonstrated supervisory experience directing technical staff.
- Sales and Marketing experience preferred.
- Hands-on experience in implementing and managing document management systems.
- Experience in a commercial imaging environment, managing digital projects preferred.
- Experience with digital preservation and curation practices and principles, preferred.
- Experience collaborating with marketing teams to develop strategies for increasing sales.
- Demonstrated ability to develop and maintain strong relationships with clients, addressing inquiries, resolving issues, and offering solutions.

Competencies:

- Ability to develop and maintain strong relationships with library customers and external clients, addressing inquiries, resolving issues, and offering solutions.
- Ability to identify opportunities to promote and sell digital services, collaborate with the marketing team, and track customer feedback and sales data to inform service improvements.
- Thorough knowledge of national standards and best practices for creating digital objects from a variety of paper-based original formats, preferred.
- Demonstrated ability to work with a wide range of digital library and metadata standards and best practices for creating digital objects from a variety of original formats, preferred.
- Strong organizational skills, including the ability to establish priorities and achieve goals, required.
- Well-developed skills in organization and planning; analytical thinking and problem-solving demonstrated through work experience, required.
- Ability to plan and direct project workflows in a complex production setting and meet timelines, required.
- Ability to adapt to change, analyze and assess problems; take initiative to find creative solutions, required.
- Excellent written, oral and interpersonal communication skills, required.
- Demonstrated skill working independently and collaboratively in a complex environment, required.
- Demonstrated knowledge of business practices, principles, and state-of-the-art document management systems.
- Sensitivity to the handling issues of a wide variety of general and special collections library materials, preferred.
- Ability to lift large and heavy books, required.
- Knowledge of preservation issues in cultural institutions preferred.
- Must hold a current CT Driver's license and can travel to client meetings, collection review, and transport of collection materials.

Technical Knowledge and Skills:

- Demonstrated expertise and technical knowledge in the creation and management of digital information including image capture, quality control, scanning hardware and software, digital file formats, and compression schemes.
- Demonstrated competence in computer skills including Windows operating systems, Microsoft Office, Adobe Photoshop and other digital imaging software, including those that operate in a command line environment.

- Knowledge of color calibration and color management systems, preferred.
- Knowledge of standards and practices for conversion of media collections, preferred.
- Knowledge of digital preservation metadata standards and descriptive metadata standards, preferred.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Office environment with lab-appropriate lighting (i.e. low light environment).
- Ability to handle rare and fragile materials of various sizes and formats in a safe and sensitive manner.
- Ability to bend, crouch, or stoop.
- Ability to lift and move up to 50lbs.
- Ability to tolerate moderate levels of dust and odor.
- Ability to hear, including making fine discriminations in sound.
- Ability to see, including color, depth perception, or clarity; must be able to visually focus on print and electronic material for long periods.
- Ability to feel, including perceiving size, shape, temperature, or texture.
- Effective audio-visual discrimination and perception.
- Ability to sit for 4 hours or more.
- Ability to use computers extensively for 4 hours or more.
- Ability to operate equipment necessary to perform job.
- Ability to Use Standard Workstation Equipment.
- Ability to Use Standard Office Equipment.

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, and Pharmacy benefits
- Life Insurance
- Paid Time Off - Vacation, personal, and sick time
- 2 Floating Holidays
- 11 Paid Holidays
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education, and staff engagement opportunities
- Commitment to an 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

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference “**Digital Library Lab Manager**” in the subject line of your email.

Hiring Range: \$ 87,645.74- \$92,383.20 DOE

Hartford Public Library is an Equal Opportunity Employer.