



Technical Services/UX Manager – Full Time

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. www.hplct.org.

The Library currently seeks a Technical Services/UX Manager. Responsibilities include:

Technical Software ILS

- Effectively managing the operations and activities of the library's technical service operations. Monitors, customizes, and ensures optimal operation and quality assurance of all software components of the ILS supporting a variety of services including circulation, acquisitions, cataloging, serials, reports, external interface functions, the online public access catalog (OPAC).
- Oversees original and copy cataloging and classification of library materials in accordance with international cataloging standards and library best practices. Updates records and files relevant to all general collections' information and activities.
- Configures and manages the efficient operation of the including application performance, administration, maintenance, and upgrades to meet library requirements. Writes reports and scripts.
- Works closely and serves as primary contact for ILS related issues, and as liaison to staff, other libraries and vendors to in troubleshooting, developing new system capabilities and advocating issues on behalf of the library. Participates in the ILS community, building strategic relationships with other users of the ILS

User Experience

- Assess and develop best strategies to remove barriers for customers/stakeholders to quickly access information and resources and get the assistance or services that they need through the ILS, website, or app. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.
- Contribute to and influence technological designs and processes by providing key insights about the needs and desires of customers.
- In partnership with UX public service teams and IT, designs end to end chain of services, systems, and human interactions. Prepares strategies and implements plans for cross functional interdepartmental alignment to assist customer facing self-service software and technology.
- 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 patron database.

Leadership/Supervision/Training

- Supervision and oversight of library technical and circulation operations and management of technical service staff. Oversight of the activities of the technical services department and allocates work to staff assigned. Oversight and support of Technical Services staff in maintenance of ILS acquisitions, cataloging, collection management and development (print and electronic).
- Maintains an accurate, up-to-date database of library materials in all formats and for all age populations. Works closely with HPS and the Boundless partnership to ensure access to library resources and materials to Hartford students and families. Oversees staff training on ILS, including new releases and modules.

Reporting and Analytics

- Monitors performance of applications and plans for future system changes. Performs data extraction and analysis; produces statistics and reports as required. Continually analyzes and optimizes resource discovery. Runs both routine and on-demand data clean-up reports and performs associated record updates.

QUALIFICATIONS:

Required

- Master's Degree in Library Science
- Public library experience with at least 2 years of automated information library system experience
- A minimum of 2 years of progressively responsible experience performing systems administration
- ILS Management experience
- Cataloging RDA and AACR2 experience
- Strong commitment to consistent, excellent customer service to a diverse population. Ability to work independently and in a team environment.
- Solid written and verbal communication, listening, organizational and priority setting skills.

Preferred

- Second Language Preferred
- Experience working in a union environment
- Knowledge of HTML5 and CSS
- Experience working with cataloging tools such as MARCedit
- Knowledge of PERL5 and associated APIs

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

Hartford Public Library is an Equal Opportunity Employer.