

Hartford Public Library is seeking a **Full Time –Technical Services Manager**. This position is responsible for planning, scheduling and managing all aspects of the integrated library system (ILS), including testing and quality assurance, customization of staff and public interfaces and library staff training. This position works closely with the ILS vendor staff in troubleshooting, developing new system capabilities and advocating issues on behalf of the Library. This position must possess general knowledge of all modules of the ILS, have familiarity with web development tools and the ability to write or modify scripts and programs.

Minimum Qualifications:

Masters' Degree in Library or Information Science from a school accredited by the American Library Association. Minimum of three years integrated library management system experience, preferably in a public library setting. Three to five years of management/supervisory experience is required. Union environment experience is preferred.

Salary commensurate with experience.

Full requirements, job description and application are available online at <http://hplct.org/about/job-openings> or Administrative Office, Hartford Public Library, 500 Main Street, Hartford, CT 06103. **A completed signed application must be received in order to be considered for this position.**
Position open until filled.

Hartford Public Library requires a Criminal Background Check and Pre-employment Drug Testing on applicants who are selected as a finalist for the position. Applicants will be provided a copy of any positive drug test results. A criminal record does not necessarily eliminate you from employment with Hartford Public Library. Each conviction will be reviewed with respect to the offense, circumstances, seriousness and the position for which you apply. **E.O.E.**

Job Description

Position: Technical Services Manager

Department: Public Services

FLAS Classification: Exempt

Reports to: Chief Public Services Officer

Supervises: Technical Services staff

Summary of Responsibility

The Technical Services Manager is responsible for planning, scheduling and managing all aspects of the integrated library system (ILS), including testing and quality assurance, customization of staff and public interfaces and library staff training. This position works closely with the ILS vendor staff in troubleshooting, developing new system capabilities and advocating issues on behalf of the Library. This position must possess general knowledge of all modules of

the ILS, have familiarity with web development tools and the ability to write or modify scripts and programs.

The Technical Services Manager plans, directs, and manages acquisition, cataloging, classification, and processing of library materials.

Essential Functions

- Supervises technical service staff as assigned; interview and select job applicants; orient, train, evaluate and discipline; assign work and conduct staff meetings.
- Monitors, customizes and ensures optimal operation of all software components of the ILS supporting a variety of services including circulation, acquisitions, cataloging, serials, reports, external interface functions, and public access.
- Responds to requests for system support from staff and public
- Monitors performance of applications and plans for future system changes, enhancements, testing, upgrades, capacity, functionality, and features.
- Fosters and maintains effective working relationships with vendors for ongoing maintenance, development and support concerning features and functions the library requires to maintain or enhance service.
- Performs data extraction and analysis; produces statistics and reports as required.
- Develops documentation and oversees staff training on ILS, including new releases and modules.
- Serves as library liaison for ILS related issues with the HPL/HPS school collaboration.
- Coordinating with the ILS Database Administrator, assures optimal operation of the bibliographic and authority databases and local indexing parameters.
- Recommends new or revised procedures to enhance acquisitions, cataloging, classification, serials and materials processing; develops, implements and documents approved changes.
- Monitors and maintains the acquisition system including assurance of proper functioning of EDI with vendors.
- In cooperation with staff responsible for collection management, oversee the process of acquiring materials, in any format, for the library.

Qualifications and Competencies

- Masters' Degree in Library or Information Science from a school accredited by the American Library Association.
- Minimum of three years integrated library management system experience, preferably in a public library setting.

- Three to five years of management/supervisory experience is required. Union environment experience is preferred.
- Communicate effectively with diverse groups and individuals with strong interpersonal, verbal and written skills.
- Ability to provide basic troubleshooting over the phone and in person.
- Ability to maintain workflow with multiple interruptions.
- Ability to work in a fast-paced environment and juggle multiple priorities.
- Ability to teach and train adults.
- Knowledge of practices of public library technical service functions, including bibliographic utilities, authority, and acquisitions management.
- Broad knowledge of library tools, systems, and resources in public libraries.
- Solid technology background, including Microsoft Office Suite software, and familiarity with trends in delivery of electronic resources.
- Experience with editing and maintaining web pages.
- Solid project management skills are required.