

## Technical Services Manager

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. 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](http://www.hplct.org).

The library seeks a **Technical Services Manager**. In this role you will be responsible for effectively managing the operations and activities of the library's technical service operations. This includes management and oversight of the technical service 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.

- 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 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.
- Configures and manages the efficient operation of the OPAC including application performance, administration, maintenance, and upgrades to meet library requirements.
- Serves as primary contact for ILS related issues, and as liaison to staff, other libraries, and vendors.
- Participates in the ILS community, building strategic relationships with other users of the ILS
- Responsible for assessing and developing best strategies to ensure a positive user experience for both customers and stakeholders.
- Contributes to, and influences, technological designs and processes by providing key insights about the needs and desires of customers.
- Participates in the design of an end-to-end chain of services with the public services teams and IT.
- 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.
- Maintains an accurate, up-to-date database of library materials in all formats and for all age populations.
- Has oversight and support of Technical Services staff in maintenance of ILS acquisitions, cataloging, collection management and collection development (print and electronic).
- Responsible for staff training on ILS, including new releases and modules.
- Works closely with Hartford Public Schools and the Boundless partnership to ensure access to library resources and materials to Hartford students and families.
- Monitors performance of applications and plans for future system changes.
- Performs data extraction and analysis; produces statistics and reports as required.
- Runs both routine and on-demand data clean-up reports and performs associated record updates.
- Performs other duties as assigned.

### Qualifications

- Master's Degree in Library Science
- Public library experience with at least 2 years of automated integrated library system experience
- Minimum of 2 years of progressively responsible experience performing systems administration
- ILS Management experience
- Experience with cataloging RDA and AACR2
- 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 skills.
- *COVID-19 vaccination required*

### Preferred Experience:

- Ability to speak a second language
- Experience working within a union environment
- Experience with SIRSI Integrated Library System
- 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 letters to the attention of the Director of Human Resources at [sdwhite@leadingculturesolutions.com](mailto:sdwhite@leadingculturesolutions.com) and note **"Technical Services Manager"** in the subject line.

Hartford Public Library is an Equal Opportunity Employer.