

JOB TITLE: Assistant Director & Technology Librarian

NON-UNION: Contract with the Board of Library Trustees

DEFINITION

The Assistant Director / Technology Librarian (ADTL) is responsible for assisting the Library Director in the planning, organization, supervision, development, and administration of all library services, personnel, operations, and programs. The ADTL is responsible for conveying and carrying out the Library's Mission and Vision statements and responsible for the selection, installation, and maintenance of the library's computer equipment and associated software. The ADTL plans and conducts library activities with a high degree of independence.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations 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, related, or a logical assignment to the position.

- Assist the Library Director in interviewing, recruiting, and selecting employees; administers library and personnel policies and procedures, including but not limited to training library staff, assigning work, and evaluating library employees.
- Assist in administering all library services and programs; work closely with all library staff to ensure library services are delivered without interruption. Assist the Director in the management of library functions, including selection, collection, acquisition, cataloging, and circulation of library materials as needed; administer information services and other programming activities, manage the day-to-day operation of the Holbrook Public Library in conjunction with the Library Director.
- Has primary responsibility for the effective and efficient operation of the Library's technology operations. Duties include the coordination and supervision of technology purchases, the development of policies and procedures for library-facing technology, vendor communications, and troubleshooting both staff and patron issues with hardware, software, the library's digital resources, and the library's WiFi network. This ADTL must be comfortable working with new or unfamiliar technology as the need arises.
- Direct and indirect supervision of all employees and volunteers, scheduling, accounting, payroll, and the development of policies and procedures for the library. Must anticipate problems in operations, and has primary responsibility for developing solutions.
- Assume the duties of the Director in the Director's absence, reporting to the Director and answerable to the Library Trustees. Assist the Director in any and all tasks and initiatives.
- Oversee the opening and closing of the library building, resolve patron problems, and act as Person in Charge of the library in the absence of the Library Director.

- Work cooperatively as part of the library's Management Team to provide feedback on library services, recommend policy changes, and develop solutions to problems.
- Maintain computer systems and peripheral equipment for staff and public, and ensure work and services are able to proceed as efficiently and easily as possible. Instruct and supervise staff in use and basic maintenance of computer equipment and peripherals.
- Diagnose computer and related hardware and software problems throughout the library, dealing with unexpected issues as they arise. Work with outside contractors as necessary to solve technology-related issues, and provide proposed solutions to Library Director as necessary.
- Serve as Administrator of the library's website. Oversee functionality of library website. Code assets and pages as needed, or as requested by library staff.
- Plan for future technology upgrades and software requirements. Evaluate existing software and hardware, and make recommendations to Library Director for present and future needs. Select and purchase new hardware and software. Investigate new products to determine their potential applications within the library.
- Install and configure hardware and software including terminals, scanners, printers, security software, library-related software, and software applications as needed. Monitor ongoing computer systems operations, including security issues.
- Document library computer information including hardware platforms, software releases, and upgrades. Create and maintain instructional guides for staff and/or general public use.
- Present to community groups and town officials as needed; publicize library programs and services through various media channels and other avenues as appropriate.
- Respond to requests for special services, and to the complaints of patrons, both orally and in writing; ensure reports are prepared accurately and in a timely manner; ensure library records are accurately maintained.
- Stay informed of professional and community developments affecting the library and the field of librarianship. Participate in local, regional, state, and national professional development opportunities as appropriate; serve on library committees; train other staff as appropriate.
- Perform other related job duties as necessary.

SUPERVISION RECEIVED

Under general direction, the employee plans and prioritizes the work independently, in accordance with standard practices and previous training. The employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in

procedures are discussed with the Library Director.

SUPERVISION EXERCISED

The employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group lead. The employee provides training to new employees; reports to the Library Director on disciplinary problems, performance, and training needs of employees; resolves complaints of employees, and may oversee volunteers. The employee will act as Person in Charge in absence of the Library Director.

JUDGMENT AND COMPLEXITY

The work consists of a variety of duties that follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline. The employee exercises extensive judgment and ingenuity to develop new or to adapt existing methods and approaches for accomplishing objectives. The employee is recognized as an authority, in conjunction with the Library Director, in interpreting and applying policies and guidelines.

NATURE AND PURPOSE OF CONTACTS

Primary contact is with the Library Director to exchange information, to assist in developing procedures and implementing policies, and for oversight of the library. Relationships are with co-workers, vendors, the public, groups, and/or individuals such as peers from other organizations, and representatives of professional organizations. The ADTL serves as a spokesperson of the organization in matters of substance or considerable importance, including library practices, procedures, regulations, or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

The employee has access to some confidential and sensitive information in the performance of their duties.

EDUCATION AND EXPERIENCE

Master's Degree in Library Science required, and one to three years of related information technology, computer science, or library experience, at least one in a supervisory capacity, or any equivalent combination of education, training, certification, and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of the principles and practices of cybersecurity, the digital lifecycle, Windows OS, databases, networks, and various other information science practices. Extensive knowledge of the principles and practices of professional library work, public library management and operations, administrative personnel functions, finance procedures, grant writing and administration, union contracts and negotiations, and building maintenance and security.

Desired: Knowledge of circulation processes, technical services processes, and current trends in library services with knowledge and experience in automated library systems.

Abilities: Ability to work effectively with patrons and staff; supervise, train, and direct staff; manage multiple detailed tasks through frequent interruptions; resolve conflicts with tact and diplomacy; maintain harmonious working relationships; ability to pay attention to details. Ability to supervise staff and ensure adequate circulation coverage. Ability to fairly and tactfully enforce library policies with patrons as required.

Skills: Highly skilled in library management and staff supervision; customer and public relations; community engagement and outreach; library technology and office equipment; attention to detail; multi-tasking; and effective public speaking, oral and written communications; and computer and network experience.

WORK ENVIRONMENT

The majority of work is performed in an office setting typical to a Library.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills: The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and technology equipment weighing up to 50 pounds.

Motor Skills: Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills: Visual demands require routinely reading documents for general understanding and analytical purposes, viewing a computer monitor, and scanning book labels on shelves.

BENEFITS

Competitive benefits package

HOW TO APPLY

Applicants should forward a cover letter, resume, and three professional references to admin@holbrook.ocln.org. Securing this position will also be dependent on the results of a CORI check. The Town of Holbrook is an Equal Opportunity Employer.

POSITION OPEN UNTIL FILLED

Looking for an individual to start by January. Review of applications will begin immediately and continue until the position is filled.