CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**HEAD OF DIGITAL SERVICES**	**UNION:114L**
		SG:L-3
CLASS TITLE:	**Librarian III**	**CS:N**
		FLSA:N
DEPARTMENT:	**Library**	**EEO4CODE:PR**

JOB SUMMARY:

Directs and manages all digital services, automated systems, and technology initiatives for the Bellingham Public Library (BPL). This position is responsible for the shared integrated library system (ILS) for the BPL, all public computing systems, library technology solutions, and special projects; plans and monitors implementation of new technology products and upgrades to existing products; serves a key role in library website administration; and, oversees the library's discovery layer.

Responsible for all technology programs and services for the public, including virtual reference and technology coaching, and for technology training for the staff. Supervises staff who provide information and digital services to the public. Works closely with, and coordinates the work of library-assigned ITSD Technology Specialists. Serves as the library's liaison, advocate, and representative to the city's ITSD Stakeholder group; and, provides administrative leadership as an active member of the library's Management Team.

SUPERVISORY RELATIONSHIP:

Reports to the Library Director. Supervises staff within the areas of responsibility. Works collaboratively with all library staff, our partner library staff and academic Connections staff, city staff, vendor partners, and the community.

ESSENTIAL FUNCTIONS OF THE JOB:

DIRECTS AND MANAGES AUTOMATED LIBRARY SYSTEMS AND TECHNOLOGIES

1. Serves as subject matter expert in department business processes and technology systems. Translates library specific business and operational requirements into designs and specifications for workable information technology solutions. Identifies and analyzes department business needs, work processes and system requirements.

2. Plans and oversees the selection, configuration, and implementation of the ILS and products linked to it in partnership with the Whatcom County Library System (WCLS) and City of Bellingham IT employees, including planning and coordinating implementation of system upgrades and migrations.

3. Manages the efficient operation of the ILS, including application administration and maintenance. Troubleshoots and reports system software application issues to the vendor; documents and works to resolve system flaws with the ILS vendor and WCLS.

4. Oversees interfaces between the library's ILS and third party products including self-checkout, computer reservation system, community room reservation and events calendars, and web-based applications that require patron authentication.

5. Collects and evaluates statistical data related to the ILS; prepares relevant statistical reports and surveys.

6. Keeps current with new products and programs offered by the library's system vendor, and on new technologies, making recommendations for implementation.

7. Drives strategic planning for library technologies, including defining needs and goals, developing and implementing the library's technology plan, evaluating and recommending technological solutions, and preparing and managing the technology budget; develops annual and multi-year goals and objectives, monitors and reports progress towards meeting them.

8. Leads and manages library technology training, services, and programs for the staff and public such as Ask-WA, Tech Coaching, and the introduction of new products.

9. Supervises, coaches, and evaluates staff assigned to area of responsibility.

10. Leads, coordinates and manages library technology systems such as self-checkout , the automated computer reservation system, the library's mobile app, online fee payment, and other third party technologies and peripherals. Serves as project manager for projects related to library technology systems.

11. Serves a key role in library website administration, working with library management staff and City of Bellingham IT staff to coordinate the design and maintenance of the library's website and staff intranet.

12. Leads and directs grant-funded technology initiatives.

13. Acts as liaison to the city's Information and Technology Services Department (ITSD) staff and the city-wide ITSD Stakeholders' Committee. Serves as on-site coordinator/liaison with the library-designated ITSD staff.

PROVIDES ADMINISTRATIVE LEADERSHIP

14. Assists the Director in overall management of the library system as an active and collaborative member of the library Management Team.

15. Evaluates and makes recommendations on staff development needs, staffing allocations, disciplinary actions, and other personnel matters.

16. Participates in developing the biennial library system budget. Analyzes library needs, resources and projected revenues; reviews and prioritizes budget requests.

17. Participates in long-range and strategic planning for the library system.

18. Evaluates and reviews current services, policies, and procedures to identify and solve problems, improve public service and/or evaluate use of available resources.

19. Develops new services, policies, and procedures as needed.

20. Articulates, supports, and implements the mission, goals, and policies of the Bellingham Public Library.

21. Participates in professional organizations, conferences, and training.

22. Promotes library services through active participation, involvement, and leadership in the community, in library committees and projects, and in the library profession.

ADDITIONAL WORK PERFORMED:

1. Serves as the library's e-rate coordinator.

2. Represents the library on city, community, or regional committees.

3. Works with WCLS in seeking efficiencies in all aspects of the ILS and through other collaborative activities.

4. Provides public service, assisting and instructing the public in the use of library collections, answers questions by phone, email, chat, or in person using a variety of resources.

5. May supervise another service area of the library.

6. Other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Principles, best practices, and current and emerging trends in library services, including an in-depth knowledge of library technologies and automation, and how those technologies impact and interact with key library functions.
- New techniques, technologies, and materials in the library profession.
- Trends, innovations, and developments in public library management and customer service.
- Customer service standards and protocols.
- Technologies and standards used in web design and publishing.
- Federal and state laws and statutes as applies to libraries and personnel.
- Principles of intellectual freedom and open access.
- Relevant computer systems and applications.
- Issues and events relevant to the City of Bellingham and Whatcom County.

Skills in:

- Written and oral communication for corresponding and speaking with the public, employees, and vendors.
- Effective problem solving.
- Planning, organizing, managing projects, and budgeting.
- Web design and information architecture.
- Public speaking.
- Articulating, supporting and implementing the mission, goals, and policies of the Bellingham Public Library.
- Supervising, training, and evaluating staff.

Ability to:

- Perform essential functions of the job.
- Apply new knowledge and skills.
- Establish priorities and organize workload.
- Formulate, organize, and execute complex plans of work.
- Be accurate, thorough and timely in the completion of assignments.
- Enthusiastically adapt to changing priorities, technologies, and community needs.
- Communicate complex technical concepts to non-technical staff and public.

- Ability to create and use tools to extract basic reports, perform data analysis, and present information.
- Comprehend and resolve the problems experienced by staff and the public using library-related technologies.
- Acquire a working knowledge of local government, organizations, and agencies that provide services and information.
- Learn and apply a working knowledge of library operations, procedures, and policies as well as relevant city policies.
- Work with a diverse population and handle different types of situations.
- Train, coach, and mentor others.
- Work well with others.
- Tolerate considerable ambiguity.
- Effectively coordinate, evaluate, and supervise the work of assigned staff.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation; Results Orientation; and, Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including but not limited to:
    - Correctable visual acuity to read a computer screen and a typeset page;
    - Fine finger dexterity to manipulate computer keyboard and mouse;
    - Transport objects weighing up to 35 lbs.

WORKING ENVIRONMENT:

Duties are performed indoors with frequent interaction with co-workers and with the public. Work is performed extensively at a computer work station with periods of prolonged sitting or standing. Station is often shared with other staff. Environment includes a normal range of noise and other distractions working around specialized library equipment and standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Master's degree from an ALA accredited Library & Information Science Program.
- Three years progressively responsible professional library experience.
- Two years of experience managing digital/technology services including responsibility for analysis, implementation, integration, business process improvement and support of computer systems.
- Two years of supervisory experience.
- Relevant experience with library automation and technologies preferred.
- Public library experience preferred.
- OR, any combination of education, training, and experience which provides the necessary knowledge, skills and abilities.

NECESSARY SPECIAL REQUIREMENTS:

- Washington State certification as a librarian.
- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Must be willing to work various shifts depending upon the needs of the Library, including evenings and weekends. Must be able to adapt to schedule changes on short notice.

PREPARED BY: M. Sheplor **REVIEWED BY:**_____

P. Kiesner
10/2014

Pamela Kiesner
Library Director

REVISED BY: P. Kiesner
A. Sullivan
12/2015

FORMERLY:
HEAD OF TECHNICAL SERVICES (11/06)
CATALOG/REFERENCE LIBRARIAN (4/02)