

## HEAD OF TECHNICAL SERVICES

**Department:** Library  
**Division:** Technical Services  
**Appointing Authority:** Library Director

**Grade:** 10  
**Revision Date:** 8/19  
**Bargaining Unit:** C

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### Definition:

Supervisory, and administrative duties in the management and operation of the Technical Services Department of a municipal library, including developing, implementing, directing, delivery, and evaluation of effective technical services operations, procedures, and processes. All other related work as required that is logical to the position.

### Supervision:

Works under the policy direction of the Library Director and Board of Trustees.

Reports directly to and works under the supervision of the Library Director, but functions independently in accordance with departmental operating procedures. Special projects may be assigned by the Director or the Assistant Director.

Supervises up to 5 employees, volunteers, and interns within the Technical Services Department.

### Environment:

Varied work in a multi-task environment. Duties are performed under typical library/office conditions. Operates standard library/office equipment.

Engages in continual contact with co-workers, with automated network staff, and with a diverse general public.

Errors in technical services duties may result in poor customer service, inability to locate materials in the library, inability to correctly identify the library's holdings, and the inaccurate records being submitted to the C/W MARS network. Errors in judgment or duties may cause an adverse impact on public opinion and/or employee morale; may have legal or financial repercussions; and may result in waste of public funds and lower standards of library service.

**Essential Functions:** *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)*

Manages all aspects of the Technical Services Department, including ordering and receiving of materials, cataloging and classification of materials, and processing of materials.

Researches the services provided by various vendors of library materials, and recommends vendors to the Director. Acts as the library's primary contact with the vendors chosen.

Responsible for acquisition of library materials, including ordering, receiving (checking packing slips to order slips), checking invoices, and returning damaged or incorrect titles.

Responsible for cataloging and classification of all adult and children's materials, including print and non-print media, using C/W MARS software and adhering to C/W MARS network guidelines for copy cataloging. Follows current cataloging rules and assigns appropriate Dewey Decimal System numbers. Accurately assigns item types to materials. Resolves bibliographic problems as required. Creates complete bibliographic records for items that have no available record. Performs final check of cataloged and processed materials before they circulate.

Verifies accuracy of information in online catalog and resolves questions and problems relating to the online catalog database. Reports errors, duplicate records, etc. to C/W MARS and makes corrections as required. Maintains cooperative working relationship with cataloging personnel at C/W MARS. Ensures that in-house adjustments are made as regional practices and policies change.

Performs maintenance on bibliographic records as required. Identifies areas of the collection requiring reclassification and/or re-labeling. Develops and implements systematic plan to accomplish reclassification.

Supervises support staff in their duties, including processing, packaging of materials, and ordering of supplies. Trains and/or educates staff as needed regarding changes in cataloging or classification rules and procedures.

Develops and implements written policies and procedures pertinent to technical services. Evaluates and makes recommendations to the Director regarding technical services procedures or processes. Keeps Director informed of upcoming changes or enhancements that could impact library services. Ensures that departmental procedures are efficient and effective, and that exemplary customer service standards are met. Contributes ideas towards development of general library policies or procedures to improve overall operational functioning.

Maintains and updates skills and knowledge of library services and trends, especially in the technical service area, by attending professional meetings, workshops, and other continuing education opportunities, and by reading professional literature.

Performs circulation duties on a regular basis at the Circulation Desk.

Performs other duties of similar nature and complexity as requested by the Director or Assistant Director.

**Minimum Qualifications:**

**Education and Experience:**

MLS from an ALA accredited library school with emphasis on technical services; three years of public library experience; two years performing technical services/cataloging duties within an automated network, preferably C/W MARS; or, a combination of education and experience that enables performance of all aspects of the position. Supervisory experience required.

**Knowledge, Ability and Skills:**

Requires extensive knowledge of technical services and cataloging operations in a public library, including

working knowledge of current AACR cataloging rules and Dewey Decimal System; proficient knowledge of automated library network cataloging systems; Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; knowledge of Internet and data base searching; Familiarity with MUNIS and other database programs.

Ability to work accurately with close attention to detail. Ability to express ideas clearly and concisely, orally and in writing. Ability to multi-task. Ability to plan, analyze, and complete projects in a timely manner.

Must function independently within scope of established library policies and goals; exercise sound judgment in the interpretation of policies and procedures; refer policy and/or procedural decisions that may affect another division to the Director.

Ability to establish and maintain effective, cooperative, and positive working relationships with library staff. Ability to deal in an effective and courteous manner with members of the general public.

Must perform all aspects of job responsibilities with honesty and integrity.

**Physical Requirements:**

Varying physical effort required under typical office conditions include regular sitting, standing, talking, walking, and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving book carts, files, books, or other library printed materials up to thirty (30) pounds. Requires the ability to operate a keyboard and view computer screens and the ability to adjust focus and read small print. Hearing ability requirements include telephone duties and the ability to interact with co-workers and the general public.

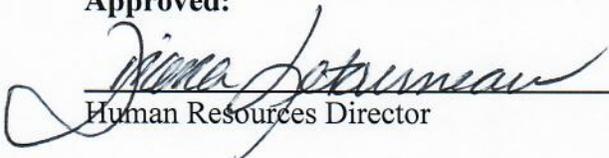
Must be able to stoop, kneel, bend, reach forward and above the head; lift books and other materials; bend and extend reach for such tasks as shelving books or emptying book drop; may spend extended periods at computer terminal, on telephone, or operating other tools requiring eye-hand coordination and finger dexterity.

**Special Requirements:**

Must successfully pass CORI/SORI checks; may involve some night or weekend work as assigned.

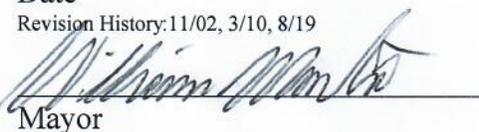
*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

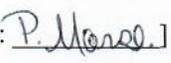
**Approved:**

  
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Human Resources Director

  
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Department Head

8-29-19  
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Date

Revision History: 11/02, 3/10, 8/19  
  
\_\_\_\_\_  
Mayor

[ 'C' Review:  ]