

Technical Services Director

JOB TITLE: Technical Services Director

FLSA STATUS: Exempt

GRADE: 46

DEPARTMENT: Administration

APPROVED DATE: 05/2005

REVISED DATE: 2/2016, 10/2021, 02/2022

Job Summary

As a member of the Library District's Leadership Team, this position directs the development and delivery of library services and support through the Collection, Information Technology, and Circulation Services departments to ensure the long-term efficiency, quality, and effectiveness of service to our diverse customers of the Library District. Works closely with the Executive Director in the administration and operations of the District.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Align behavior with the library's mission, values, and strategic focus in serving a diverse stakeholder community.
2. Lead and manage the development, implementation, and operation of all technical services including Collection, Information Technology, and Circulation and Delivery services that embed the principles of equity and inclusion.

3. Lead the team of Technical Services Assistant Directors and Managers who oversee department services in the development, review, and implementation of initiatives to achieve library services consistent with the Library District's vision, mission, values, and goals and embed the principles of equity, access, and inclusion. Participate as a member of the Library District's Leadership team by providing broad thinking as it pertains to library service and operation.
4. Provide effective direction to assigned staff to assure library services for the District and its customers are high quality, accessible, inclusive, and equitable.
5. Participate in the development of annual operating and capital budgets; monitor departmental expenditures to maintain fiscal integrity.
6. Oversee the management of assigned consultants, vendors, and grants.
7. Engage in effective community relations and library promotion activities to enhance and strengthen the position of the libraries in their communities. Oversee the management of assigned consultants, vendors, and grants.

Additional Duties and Responsibilities

1. May act in the absence of the Executive Director.
2. Assist with special initiatives as required.
3. Train new staff as needed.
4. Attend meetings, trainings, and workshops to support ongoing learning and development.
5. Perform other duties as assigned.

Supervision

This position reports to the Executive Director. Reporting to the position are Assistant Directors and Managers who direct the work of other managers and staff in the technical services departments.

Knowledge, Skills, and Abilities

1. Thorough knowledge of established practices and procedures of library operation and administration.
2. Thorough knowledge of collection management and information technology.
3. Knowledge personnel principles, policies, and procedures.
4. Knowledge and demonstrated commitment to the application of the principles of equity, diversity, and inclusion.

5. Actively promote the principles of equity, diversity, and inclusion in the workplace and in the community.
6. Ability to analyze options and prioritize resource allocation based on Sno-Isle's mission, vision, values, and goals.
7. Ability to manage fiscal resources and monitor budget usage.
8. Ability to foster a learning organization through excellent facilitation and team-building skills.
9. Ability to deliver presentations to a variety of diverse audiences.
10. Ability to remain flexible and be comfortable working in a dynamic environment that may involve ambiguity and politically sensitive issues.
11. Ability to direct the work of others in a manner that enhances their performance and assures quality service.
12. Ability to communicate articulately both verbally and in writing.
13. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
14. Ability to handle and resolve disruptive behavior effectively.
15. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, electronic databases, e-mail, and internet navigation in addition to other office equipment and security systems.
16. Ability to obtain a Washington State Librarian certificate within 60 days of hire, if applicable.
17. Ability to provide a valid driver's license from the State of Washington, or to make independent arrangements for travel throughout the district.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. One of the following is required:
 - a. Master's degree in library science from an American Library Association (ALA) accredited university and five years of related experience.
 - b. Master's degree in information technology and five years of related experience.
 - c. Master's or Bachelor's degree in a related field with seven years of experience.
2. Two years of supervisory or management experience required.

3. Experience in a public library is highly desirable

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Activities sometimes occur outside the regular business day including evenings and weekends and require travel to branches and other locations within the Library District's two-county service areas to meet with public groups and library staff. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.