

TOWN OF CANTON

TITLE: Head of Library Resources & Technology **CLASS:** Exempt

DEPARTMENT: Canton Public Library **DATE:** October 25, 2023

POSITION DESCRIPTION

Under the general direction of the Library Director, with wide latitude for independent judgment and decision making, the Head of Library Resources and Technology is responsible for the organization, planning, and operation of library resources, including overseeing collection management and technology implementation and instruction.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Library Director

Supervises: Library assistants and pages as assigned by the Library Director

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- Reviews and selects library materials for acquisition and withdrawal in the Adult Department in accordance with the library's Materials Selection Policy.
- Places orders for materials selected for purchase.
- Performs and/or supervises the cataloging and classification of all library materials.
- Performs and/or supervises the physical processing of all library materials for acquisition and withdrawal.
- Maintains an accurate, up-to-date database of library materials in all formats and for all age populations in accordance with MARC and other applicable standards.
- Acts as library representative and liaison to relevant committees/working groups within the Library Connection consortium and other library organizations.
- Develops technical competencies and training for all library staff.
- Works with Town IT staff to troubleshoot technology problems; implement new technology solutions; and perform routine security and software maintenance as needed.
- Maintains library website and social media.
- Maintains statistics of technical services operations.
- Prepares narrative and statistical reports for the Library Director, as requested.
- Maintains inventory of department equipment and supplies.
- Establishes departmental priorities within general policy direction.
- Identifies, organizes, and directs the work of special projects of the department.
- Directs the activities of and allocates work to Library Aides and other staff assigned to the Collection Management area by the Library Director.

- Performs additional tasks and duties as necessary and/or as requested by the Library Director.

SHARED DUTIES AND RESPONSIBILITIES

- Models exceptional customer service at public service desks during regularly-scheduled shifts.
- Answers reference and readers' advisory questions in person and by phone, email, or other electronic formats.
- Assists patrons with technology use and provides training on frequently used software and library resources.
- Plans, presents, and evaluates library programs.
- Interprets and enforces library policies and procedures for public and staff.
- Participates in hiring, supervising, training, developing, and evaluating staff.
- Stays up to date on industry trends and standards through participation in professional organizations; workshops and continuing education opportunities; conference attendance; and reading professional literature.
- Acts as "Person in Charge" as needed in the absence of the Library Director.
- Participates in professional leadership team decisions.
- May represent the Library Director as needed at Library Board of Trustees or Friends of the Library meetings.
- Monitors appropriate budget lines.
- Creates a welcoming environment for library patrons and staff.
- Maintains confidentiality of circulation and patron records in accordance with CT General Statutes [Sec. 11-25].

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of effective customer service skills and commitment to excellence in customer service.
- Proficient computer skills to perform all duties and ability to adapt to new technology.
- Good interpersonal skills and ability to deal courteously and effectively with coworkers and the general public.
- Ability to effectively present information and respond to information requests.
- Excellent time-management skills.
- Ability to analyze information and statistics and develop recommendations based on that data.
- Ability to work independently, respond to varied/changing work demands, and demonstrate initiative and decision-making skills.
- Thorough knowledge and understanding of contemporary bibliographic maintenance standards and practice, including OCLC Bibliographic Formats and Standards, Dewey Decimal Classification, MARC21, RDA, Library of Congress Subject Headings, and library automation systems.

- Ability to supervise.
- Ability to speak, write, and read English.
- Ability to apply principles of intellectual freedom to library services.
- Ability to maintain confidentiality of library patron information.

REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee may be exposed to airborne particles. The employee will be required to provide his/her own transportation.

- Ability to perform duties in an office environment.
- Ability to work in a library setting subject to continuous interruptions and background noises.
- Ability to sit or stand for extended periods of time.
- Ability to move, bend, stoop, and lift and carry books and files of approximately 35 pounds or less.
- Ability to maneuver a fully loaded book cart.
- Work includes extended periods of time viewing a computer monitor and operating a keyboard.
- Intermittent exposure to video display terminals.
- Ability to work under stress from demanding deadlines, public contact, and changing priorities and conditions.
- Ability to read printed material, computer monitors, and device screens.
- Ability to communicate effectively with individuals in person and over the telephone.
- Ability to file books, periodicals, reports, etc. on shelves ranging from 1' to 7' from the floor.
- Ability to move throughout the Town, Library, Town Hall and other Town buildings and sites.
- Ability to work flexible hours, including evenings and weekends.
- Some travel required to attend meetings in Canton and outside of Canton.

REQUIRED MINIMUM QUALIFICATIONS

The requisite knowledge and skills generally would be acquired with a with a Master's Degree in Library Science from an ALA-accredited college or university and three years of library experience.

LICENSE OR CERTIFICATE

Must possess a valid and current driver's license.

NOTE: The above description is illustrative only and is not meant to be all-inclusive.

I understand that nothing in this position description restricts the Town of Canton's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the town administration's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor, and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Library Director

Date