

Position Description: Assistant Director for Technology
(Full Time)

Overview

Under the direction of the Executive Director, this permanent, full-time position plays a lead role in planning, developing, and maintaining a leading-edge technology infrastructure to ensure the success of the Library's vision and strategies. The Assistant Director for Technology also assesses current and emerging services and works with library staff to employ effective technological responses to those needs. This position administers the Library's digital services and collections. This position manages 2 full-time paraprofessional and 1 part-time library assistant position in the Technology Department who are responsible for technology service and program implementation, network administration, and digital communication via the Library's website and social media presence.

This position is also the head of the Technical Services Department and oversees 2 full-time library assistant positions who are responsible for ordering, receiving, processing, cataloging, and mending. The Assistant Director for Technology acts as a liaison to the OCPL system staff on matters related to the ILS and technology including troubleshooting and submitting tickets. This position leverages data, experiential information, and open communication with users to advocate for user-centered service design.

Public services-related responsibilities including reference, collection development, technological training, and development of documentation and policy.

Must be willing to work evenings and weekends if required.

Responsibilities

Technology & Digital Services

- Supervises 2 Paraprofessionals and 1 Library Assistant in the Technology Department
- Assists the Executive Director in setting technology goals and objectives for the Library
- Assists the Executive Director with assessing computing and information technology-related needs and develops proposals and reports to assist with budgets and strategic planning

- Conducts ongoing research in technology trends, keeps up-to-date with technological changes, and informs the Executive Director about the impact of evolving technologies on the Library
- Supervises and administers the Library's information technology and computing systems and software
- Promotes awareness of Library collections, service and programs to the community and staff and provides training for staff and patrons for library digital services programs and collections
- Coordinates training in the use of Library hardware, software, AV equipment, and internet tools for library staff and patrons
- Supervises, administers, and coordinates library digital services such as but not limited to virtual program moderation & captions, 3D printing on-demand, virtual meeting room requests, limited in-house video production, and printing & copying
- Proposes and drafts policies and procedures concerning library technology equipment, computers, and internet use
- Supervises the selection, maintenance, and troubleshooting of Library AV equipment

Technical Services

- Supervises 2 Library Assistants in the Technical Services Department

- Generates data reports along with other staff for the management team and for other purposes from the Library's ILS reporting software
- Serves as the primary liaison with OCPL system technology services and ILS staff

User Experience

- As co-chair of the UX Committee with the head of outreach, assists professional staff with UX activities such as user surveying and assessment of services on a project-by-project basis
- Keeps current on UX best practices to make recommendations to professional staff, informs staff about UX principles and the potential the UX represents
- Supervises the maintenance and updating of the Library's web site and social media accounts to reflect UX best practices whenever possible

Other Duties

- Participates in reference desk and other public service points to answer standard and complex reference questions; provides readers advisory services

- Participates in collection development and collection management duties including collection analysis, weeding, and inventory
- Participates in Technology, Arts, STEM, Maker, and Sustainability-focused program planning for adult populations
- Supports and participates in Library-wide and system-wide activities, meetings, and teams
- Interprets and explains policies to the staff and public
- Carries out any other duties within the scope, spirit and purpose of the job

Qualifications

- Master's in Library Science or equivalent degree from an accredited institution
- Must possess or be eligible for a New York State Public Librarian's Certificate
- Minimum of 3 years of relevant library experience with at least 1 year of supervisory experience
- Comprehensive knowledge of current technology applicable to libraries, including networks, computer hardware and software, internet tools and audio-visual equipment
- Solid record of devising, leading, and completing technology initiatives
- Familiarity with integrated library systems, preferably Polaris
- Familiarity with UX design strategies for physical services
- Proven ability to work cooperatively in a team situation, demonstrating initiative and creativity

- Analytical skills necessary to analyze and interpret information, establish facts, draw valid conclusions, develop and implement responsible strategies
- Ability to convey ideas, information, and training through public presentation, verbal and written communication
- Ability to work independently and innovatively in a variety of situations and be flexible and adaptable to change
- Effective organizational skills including ability to multitask and manage multiple projects at the same time and adaptability to changing priorities to meet demands of the Library

Physical Activity Requirements

While performing the duties of this job, the Assistant Director for Technology stands, reaches with arms; uses hands, fingers, sight, hearing, and verbal communication; bends, stoops, kneels; lifts and carries materials weighing less than 20 pounds; lifts, moves, and/or manipulates bulky items and/or crates of materials weighing up to 50 pounds; and pushes/pulls/maneuvers a wheeled book cart weighing up to 200 pounds when fully loaded. Job duties may occasionally require standing for extended periods of time.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty. This job description will be reviewed periodically as duties and responsibilities change if necessary. Position Descriptions are subject to modification.