

Position Description

Technical Services/Demand Management Supervisor

Revised November 2021

Summary: The Technical Services/Demand Management Supervisor is a paraprofessional position which performs or supervises and trains staff in the ordering, receiving, preparation, and release to the public of circulating materials. The Supervisor is also responsible for obtaining and returning items from MAIN, JerseyCat, and other lending partners. This position provides first-level hardware and software support for staff and patron workstations, servers, photocopy machines, and updates library web page. The Supervisor of Technical Services/ILL participates as a Department Head on a variety of issues to coordinate provision of library services.

Reports to: Library Director

Supervises: Technical Services Clerk; Technical Services volunteers; other staff as assigned

Salary (2022): \$45,000

Hours: Monday through Friday, 9:00 am – 5:00 pm (or regular evening hours to closing)
Includes 1 evening per week, 1 Saturday per month

The duties of this position include but are not limited to:

Collection acquisition and maintenance

- Orders materials as approved by the Director, receives materials and checks for condition, verifies billing, returns items when necessary.
- Refers donated materials to director for possible inclusion into the collection.
- % Monitors donations for possible addition to the collection or swaps.
- Maintains profile of materials on standing order.
- Creates, maintains, and withdraws items from the database.
- % Prepares physical items for circulation to public.
- % Performs repairs to materials as needed.
- Maintains written Technical Services manual.
- Monitors flow of Technical Services/ILL work. Advises Director of unmet needs or additional hours of work required. Organizes workflow to reflect patron priorities.
- Supervises and trains staff and volunteers assigned to the Technical Services/ILL Department.

System support and administration

- Acts as primary liaison for technical and system issues with M.A.I.N.
- Assists the Systems Analyst in administration of the network.
- Troubleshoots hardware and software technology problems as required.
- Provides technical support and training to staff in the use of computer systems.
- Installs, maintains, and removes software from patron and staff workstations.

- Updates web page and coordinates with library webmaster.
- Creates informational and statistical reports on acquisitions, deaccessions, circulation, and other issues as necessary for use by the Director and other department heads.

Demand Management and Inter-library loan

- % Processes ILL borrowing requests for patrons through M.A.I.N., JerseyCat, and other systems.
- % Processes Inter Library Loan (ILL) lending requests from other libraries through M.A.I.N., JerseyCat, and other systems.
- % Pulls and processes hold requests daily.
- Maintains ILL and delivery statistics.
- Locates bibliographic and interlibrary loan systems for requests.
- Creates temporary catalog records for borrowed materials as necessary.
- Maintains, updates and edits online requests.
- Consults with patrons and answers patron questions regarding ILL.

Occasional duties

- Supervises the book sale; may delegate maintenance to assistant or volunteer.
- % Arranges for the shipment of unsold books to vendors (to benefit the library) or non-profit agencies.
- Assists at circulation desk during assigned evening and weekend shifts; aids in emergencies.
- Attends staff meetings and participates in continuing education.
- Other duties as assigned.

% May delegate these tasks to Technical Services assistant or others.

Knowledge, skills and abilities

- Ability to supervise individuals at various skill levels.
- Ability to understand and interpret item coding in order that items circulate properly and accurate statistics can be gathered.
- Ability to exercise judgment and initiative in the execution of the position's duties.
- Ability to communicate technology issues to individuals with varying degrees of technical knowledge.
- Ability to organize and prioritize multiple simultaneous projects.

Experience and Training – all highly desirable

- Experience with and comfort with networking issues, computer hardware and software
- Previous library experience, preferably in a public library.
- Previous experience with the acquisition and receipt of library materials highly desirable.
- Previous experience with inter-library loan highly desirable.