CITY OF PULLMAN, WASHINGTON
CLASS SPECIFICATION

LIBRARY DIVISION MANAGER - SYSTEMS ADMINISTRATOR 1309

GENERAL PURPOSE

Plans, coordinates, and manages the systems operations of Neill Public Library and the Whitman County Library District. Responsible for the development and delivery of library technology plans and the operations and maintenance of automated library systems, computers and Internet services. Performs related duties as assigned.

CLASSIFICATION SUMMARY

The Library Division Manager - Systems Administrator serves as the Systems Manager for library computer systems, hardware and software. Librarians serve as members of the management team of both libraries. As such, librarians work closely with each other, the Library Directors, area supervisors and staff work groups, as well as with the Boards of Trustees of both libraries and with local institutions to cooperatively develop goals consistent with the overall mission of the libraries. Computer system development, management, operation, and maintenance work is performed independently based on knowledge and research conducted. The employee in this class plans, directs and coordinates the work of library personnel in the systems units and participates in the work as required. The work is performed independently under the broad direction and guidance of the respective Library Directors.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES

Identifies and analyzes emerging community issues and needs to determine directions for related library services and collections; evaluates library services in order to improve them; determines the activities required to achieve objectives; organizes equipment, facilities and staffing needed to accomplish activities; develops annual work plans, establishes standards and implements procedures for technology plans and systems management.

Supervises systems staff at each library; plans, develops, and revises procedures for the unit; interviews and selects subordinate personnel; schedules and assigns activities to staff; evaluates staff performance; develops and updates training materials and procedures manual; provides orientation and work-related instructions; resolves personnel issues; establishes standards for data entry and authority control to ensure accuracy and accessibility; encourages staff development through training, workshops and conferences; schedules and conducts staff meetings to provide information and seek input on policies and procedures.

Provides leadership in community partnerships and serves on select committees working to provide optimal library services; collaborates with the school districts, libraries, Friends of the Library groups, Boards of Trustees, higher education institutions, city and county departments, and a variety of other service groups and organizations as needs and opportunities arise.

Plans, develops and implements short- and long-range plans for automation for the libraries; develops hardware and software needs, reviews proposals received from vendors, and recommends hardware-software configurations to meet the needs of the libraries; implements library automated system upgrades, enhancements, and additions; develops and coordinates training on the automated systems for staff and the public; serves as automation coordinator for interlibrary and other projects, establishes and maintains system policies and procedures.

Serves as systems manager for the libraries' online cataloging and circulation system, web and email services, local area network and related hardware and software; troubleshoots problems with hardware and software and confers with vendors or computer technicians as needed to resolve major problems; performs system backups; monitors system performance and takes appropriate action to resolve problems; loads software upgrades, sets up and installs equipment; maintains operational and maintenance logs, system parameters and documentation.

Represents the library to the public in a helpful, courteous, and resourceful manner by assisting patrons; assists with other work as needed for the smooth operation of the libraries.

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

OTHER JOB FUNCTIONS

Performs other tasks as assigned.

SELECTION FACTORS

(Applicants should describe their previous experience and training for each of the following factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- Current developments, trends, practices and philosophy in library services;
- Management theory and supervisory techniques;
- LANS, WANS, network and PC security; operating systems including UNIX, NT, Website management and HTML; online reference resources and office applications;
- Library automation software and technology;
- Operation and maintenance requirements of computers and peripheral equipment related to library services.

Ability to:

- Effectively analyze program services, identify and write objectives, and determine implementation methods and resources;
- Assess needs and develop short- and long-range plans for library programs;
- Effectively supervise the work of subordinate staff;
- Effectively operate and maintain library computerized information systems, both hardware and software;

- Meet and deal with the public in a pleasant and courteous manner;
- Communicate effectively;
- Establish and maintain effective working relationships with staff, co-workers, vendors, community agencies and the general public;
- Define problems, collect data, establish facts and draw valid conclusions;
- Maintain flexibility in scheduling, including being "on-call" as needed;
- Apply common sense understanding to solve practical problems and deal with a variety of situations;
- Learn computer software packages and adapt them for specific user applications;
- Troubleshoot and repair computer systems;
- Read and interpret technical journals, financial reports, operating and procedures manuals;
- Represent the libraries' interests effectively and efficiently with vendors;
- Work independently on many tasks at one time;
- Physically perform the essential functions of the job;
- Determine budgets and allocate resources.

MINIMUM QUALIFICATIONS

(Persons applying for a position of this class should have any combination of the following experience and training.)

Master's of Library Science Degree with three years of professional library experience in systems and technical services, with at least one year of supervisory experience; OR, Bachelor's degree and five years of library experience, including three years working with automated library systems and technical services activities and one year in a supervisory capacity; or at least five years of library management experience and three years experience in systems management with the operation of a library computer system; or any equivalent combination of experience and training.

TOOLS AND EQUIPMENT USED

Variety of computer equipment, hardware and software, including the libraries' catalog and web servers, routers, switches, peripherals; copy machine, telephone, 10-key calculator, VCR, tape players, motor vehicle.

WORK ENVIRONMENT

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment in Colfax and Pullman while sitting at a desk or computer terminal or while standing at a counter for extended periods of time. Travel between both locations is a necessity, requiring uncompensated use of the employee's own motor vehicle. Physical exertion is required to service and lift office supplies; library materials and computer equipment. Sufficient vision or other powers of observation are essential to permit the employee to read and sort library materials, repair and maintain computer equipment and supervise subordinate staff.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Exempt
Adopted: 6/00 Revised: 12/01