

JOB DESCRIPTION

Position: Library Applications Manager

Division: Library Applications

Position Status: Full-time, permanent

Starting Salary: \$73,000 - \$90,000, annually (commensurate with experience)

Reports to: Executive Director

Supervises: Library Applications Supervisors, Library Applications support staff

Purpose

Manages the Library Applications department and provides leadership in the development of products, services and new technologies to optimize the use of the C/W MARS Integrated Library System (ILS) by member libraries. Holds the major responsibility for support of the library automation system software at member library locations. Supervises department activities and staff. Coordinates, develops and implements training programs as needed for member libraries and Central Site staff. Provides project management for in-house software development projects and monitors status of community development projects important to C/W MARS. Creates and posts ILS documentation in print and electronic formats. This position serves on the C/W MARS Management Team and performs other tasks consistent with level of responsibility.

Essential Duties & Responsibilities

1. Provides leadership in the management of the Integrated Library System (ILS). Ensures the efficient operation of the ILS and other library automation systems.
2. Identifies and tracks development needs for the consortium. Creates requirements and reviews technical specifications for new development. Chairs the C/W MARS Development Committee. Regularly communicates development status updates to membership via email and online.
3. Coordinates upgrades and patches for the ILS software. Schedules team meetings to plan upgrades and review new features. Communicates upgrade status information to member libraries. Creates documentation for new features and plans training with department supervisors as needed. Coordinates release testing within the department.
4. Sets quarterly goals for department direct reports and conducts monthly check-in meetings and quarterly reviews. Supervises and coordinates training for department staff as needed. In conjunction with the Executive Director, hires staff for the Library Applications department.

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5. Works with the C/W MARS Management Team and Executive Director to develop and implement policies regarding the integrated library systems, web sites, and online resources.
6. Plans and communicates the activities of Library Applications staff in coordination with departmental supervisors. Conducts monthly department meetings and emails a written meeting summary of activities to all staff.
7. Develops and monitors customer support provided by all staff within the Library Applications department. Follows up on support tickets, monitors response times, compiles monthly statistics and reports, and provides internal training as needed.
8. Visits member library sites on a regular basis and coordinates ILS training with department staff. Ensures awareness of the full range of services, functionality, and supporting activities available to membership.
9. Coordinates orientation and training for new member libraries and new library staff.
10. Works closely with the Executive Director on budget priorities and strategic directions of the organization related to the Library Applications department.
11. May perform other duties as assigned.

External Job Contacts

1. Governing bodies, administrators, and staff of existing and potential new member libraries.
2. Vendor representatives and open source community members.
3. Administrators and staff of the Massachusetts Library System (MLS) and the Massachusetts Board of Library Commissioners (MBLC)
4. Professional library associations.

Essential Education, Skills, Knowledge

1. MLS from an ALA accredited institution or a Bachelor's degree in a related field plus a minimum of six years of experience at a non-profit library support organization (i.e. state library network, system, or agency).
2. Six years' public and/or academic library experience, with at least four years of progressively responsible supervisory experience.
3. Working knowledge of non-profit organizations and library automated networks/consortia strongly preferred.

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4. Demonstrated experience working with an Integrated Library System in multiple functional areas (circulation, cataloging, acquisitions, serials, reporting, etc.). Experience with MARC records and other metadata formats for print and online materials.
5. Technical project management experience, especially with enterprise application software. Experience with open source software and community/team-based development is preferred.
6. Familiarity with relational databases and SQL preferred. Experience in Internet technologies, AsciiDoc and version control software desired.
7. Strong management skills including the ability to foster collaboration and motivate staff.
8. Excellent oral and written communication skills and excellent customer service skills required.
9. Solid organizational skills and strong attention to detail. Ability to manage multiple tasks in a busy support oriented environment.
10. Working knowledge of helpdesk ticketing systems, and office productivity software.
11. Valid Driver's License required.

Physical Demands

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

While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel or operate objects, use computers, and reach with hands and arms. The employee is regularly required to talk and hear and frequently required to sit.

The noise level in the work environment is moderate. Moderate levels of stress may occur.

General Information

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 incumbent must be able to work in a dynamic fast paced environment with

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demonstrated ability to organize and prioritize multiple, competing tasks and demands and to seek supervisory assistance as appropriate.

The work is performed primarily in an on-site office setting; however, travel is required, necessitating the availability and use of a personal automobile.

The position description is subject to change by the employer as the needs of the employer and requirements of the job change.

C/W MARS does not discriminate in employment on the basis of race, color, religious creed, national origin, ancestry, sex, gender identity, age, criminal record (inquiries only), handicap (disability), mental illness, retaliation, sexual harassment, sexual orientation, genetics, active military, or other non-merit factor.