

LIBRARY TECHNOLOGY COORDINATOR

NATURE OF WORK

Under the supervision of the Library Director, coordinates the planning, development, implementation, and monitoring of all Library networks and computers; assists in the development and implementation of long and short range planning relative to the library's information systems.

PRINCIPLE JOB PRIORITIES/REPRESENTATIVE EXAMPLES OF WORK

(Not all inclusive and may be modified at any time)

1. Manages a functional area of the library; may include employee supervision.
2. Coordinates the planning, development, implementation and monitoring of all library computer systems.
3. Identifies library computer systems objectives, determines method and timing of implementation, and organizes equipment and activities needed to accomplish objectives.
4. Investigates, troubleshoots and resolves computer hardware and software problems.
5. Coordinates training and instructs staff and customers in the use of software programs, the Internet, public computers and library equipment.
6. Monitors and provides support for Internet access, wireless access, and public computers.
7. Supports network server and maintenance operations.
8. Provides direction in the design and development of new systems; ensures interaction and integration of new systems with existing systems both in-house and with cooperating inter-jurisdictional programs.
9. Identifies opportunities for service delivery improvements; makes recommendations suggesting computer system actions, solutions, and changes to the library administration based on changing circumstances and needed adjustments.
10. Responds to and resolves questions and problems from users.
11. Maintains vendor records and inventory of work activities as appropriate; manages compliance with software and hardware licensing.
12. Manages the library computer replacement program.
13. Coordinates development and maintenance of Library website.
14. As a member of the Library Management Team, participates in discussions to analyze recommendations, provide input on library policy issues, budget, and future plans.
15. Attends professional meetings and maintains active membership in local, state, and regional organizations relative to information technology in libraries.
16. Maintains and promotes excellent customer service; adheres to the strategic plan to ensure that the library addresses community needs.
17. Models FCLS core values.
18. Fills in, as necessary, in other departments of the library.

SELECTION FACTORS

(These factors will be the basis for selecting the most qualified applicants to be interviewed.

Applicants selected for employment must satisfactorily demonstrate possession of these factors during and after a prescribed probationary period for continued employment.)

Knowledge of:

- Standard library theories, principles, and objectives of a public library system
- Established library methods, techniques, services, and materials
- Principles, methods, and techniques of computer systems analysis and design
- Technical aspects of various computer operating system, network equipment and software
- Standard PC applications including database, word processing, spreadsheets, Web browsers, and similar computer software
- Functions and capabilities of one or more library computer systems
- Internet functioning and architecture
- Local area networking principles and practices
- Wide area networking principles
- Principles, security, and best practices of shared public use computers
- Principles and practices of project planning, supervision, and library management

Skill in:

- Planning, organizing, and presenting programs to the public
- Presenting information to and responding to questions from groups of managers, vendors, customers, colleagues, and the general public
- Developing and implementing long-range goals
- Working both collaboratively and independently
- Recognizing and adopting innovative solutions
- Working in a diverse environment

Ability to:

- Coordinate the planning, development and implementation of all library computer systems
- Identify library computer system objectives, determine method and timing of implementation, organize equipment and activities needed to accomplish objectives.
- Reason logically and creatively to define and solve a wide variety of problems, reach practical and logical conclusions and assure that effective changes are implemented
- Investigate, troubleshoot, and resolve computer hardware and software problems
- Assist in the investigating, troubleshooting, and resolving of LAN and WAN technologies
- Systemically document procedures and processes relating to specialized and routine tasks and write technical documentation in a clear and concise manner
- Develop and coordinate training on the library's technology systems.
- Communicate effectively both orally and in writing and maintain cooperative relationships with those contacted in the course of work
- Take initiative in advancing technical expertise to keep up with the constantly changing computer field
- Perform and meet deadlines in a demanding, multi-task environment
- Effectively supervise and train subordinate staff
- Establish and maintain effective working relationships with supervisor, subordinates, coworkers, community members, partner organizations, and library customers

- Function independently of constant, direct supervision; ability to use independent judgment to resolve customer concerns
- Think creatively; suggest both solutions and methods to gather data
- Pay close attention to detail while keeping the big picture in mind
- Communicate effectively, patiently and courteously, both verbally and in writing, with employees, customers, and other community members
- Remain flexible and positive in an environment of constant change
- Accept responsibility for outcomes of actions and focus on personal growth
- Provide guidance to volunteer or student help
- Learn and abide by Flathead County Library System policies, procedures, and core values
- Remain flexible in working a varied schedule including nights and weekends, and at branches
- Take a teamwork approach by cooperating with others, offering to help others when needed, and consider larger organization or team goals

GENERAL RECRUITMENT INDICATORS:

(Person applying for a position in this class should have the following experience and/or training)

1. Master of Library Science from an ALA-accredited institution or equivalent degree with major coursework in computer science, electronics technology, information systems, or a related area
2. Two years' experience involving management of information systems
3. Excellent oral and written presentation skills
4. Desire to work with the public
5. Must have a valid driver's license and means to travel to branches
6. Any equivalent combination of education, experience and training which indicate possession of the knowledge, skills and abilities listed

Special Requirements:

Essential duties require the following physical abilities and work environment:

Must be able to:

work in a modern office environment; sit, stand, walk, kneel, stoop, crouch, climb, crawl and lift; work varying shifts, if required; travel to different sites within the County; and maintain a safe driving record.

The statements in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements.

Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the work load.

Action	Reference	Date
Adopted	Commissioners' Minutes	10/13/05
Revised	Commissioners' Minutes	04/10/06
Revised	Commissioners' Minutes	04/15/08
Revised	Commissioners' Minutes	09/27/10
Revised	Commissioners' Minutes	07/14/11
Revised	Library System Board Meeting Minutes	06/26/13
Revised	HR Salary Recommendation Transmittal Signed 5/28/2014	07/01/14