

INFORMATION SERVICES MANAGER

FLSA Status: Exempt

Grade: 10

Organizational Relationship:

Reports To: CEO

Supervisory: Supervises Systems Specialists, Interlibrary Loan Technician, and Delivery operations.

Overview:

Professional, responsible position coordinating the activities and managing day-to-day operations of SMRLA, Inc.'s automation systems, interlibrary loan, and delivery under the leadership of the CEO. Performs assigned liaison services between the regional library and tri-county public libraries and agencies. Participates in planning and implementing information services for tri-county public libraries. Coordinates several tri-county public services meetings, including regular meetings of the reference librarians, technology focus group, circulation supervisors and the branch managers. Serves as a consultant to member libraries on information services as assigned.

Essential Functions: (Examples are illustrative, not exhaustive)

- Monitors and maintains performance of automation systems, including identifying and planning for the satisfaction of customer needs.
 - Develops strategies for providing service
 - Assists in planning and implementing current and future information services and systems
 - Oversees SMRLA Inc.'s office automation systems, including e-mail, servers, and PC's
 - Submits budget requests to supervisor
 - Establishes communication plan and sets work priorities
 - Holds regular meetings of system support team
- Develops and coordinates a help desk service to provide support for customer use of systems.
- Develops SMRLA, Inc.'s website.
- Develops proposals for SMRLA, Inc. to mount regional resources on WWW.
- Oversees installation of systems hardware and software; maintains systems files and documentation.
- Supervises assigned staff.
 - Supervises, monitors, evaluates and coaches staff
 - Plans and schedules work
 - Instructs and guides staff in the objectives, policies, and procedures of SMRLA, Inc.

- Trains or provides for staff training as necessary
- Assists with investigating and identifying the best use of information resources and new technologies to meet SMRLA, Inc.'s needs.
- Contributes professional and technical expertise to SMRLA, Inc. through membership on committees, task forces, etc. as approved by supervisor.
 - Updates skills by regularly participating in training and other learning opportunities
- Serves as a consultant to member libraries on reference, information services, and automation projects, purchases, etc., as approved by supervisor.
 - Coordinates tri-county public service meetings.
- Develops budget requests for assigned areas.
 - Monitors expenditures and recommends budget spending adjustments as necessary
 - Prepares reports according to established procedures and timetables.
- Oversees Interlibrary Loan and Delivery operations.
- Maintains a positive work environment.
- Participates as part of SMRLA, Inc.'s management team.
- Other duties as related.

Minimum Qualifications:

Master's Degree in Library Science from an ALA accredited institution. Two years of supervisory experience plus three additional years of management and leadership experience. Working knowledge of Internet and general computer applications, including knowledge of textual and structured databases.

Knowledge:

- Knowledge of and demonstrated experience in leadership and management.
- Understanding of knowledge organization principles.
- Experience in planning and evaluation of services and programs.
- Knowledge of standard public library resources including those in electronic format, services, techniques, principles and practices.
- Knowledge of modern principles and techniques of library science and management.
- Knowledge and skills necessary to work effectively as part of a team toward achievement of common goals and objective.
- Current generation computer and software experience including web organization, development and authoring, and Windows operating systems.
- Expert knowledge of local area and wide area network design and maintenance, such as Ethernet, TCP/IP, as well as telecommunications knowledge to include: Wireless, Fiber optic, VOIP, etc.
- Knowledge of Windows OS, Windows Server including SQL, VM Ware LINUX, HTML, DOS and Solaris operating systems.
- Knowledge of how to set up and maintain an enterprise e-mail system.

- Knowledge of technical proficiency required to support client server technology systems.
- Knowledge and skills necessary to oversee, coach, and evaluate the work of staff, and to train and otherwise assist staff with their professional and individual development.

SKILLS:

- Skills and ability necessary to provide leadership to SMRLA, Inc.
- Personnel program planning, development and coordination
- Highly organized
- Prioritize goals and workflow
- Delegation
- Project Management
- Interpersonal skills
- Active Listening
- Critical thinking and proactive problem solving
- Public speaking
- Systems administration
- Change management
- Systems thinking
- Conflict resolution
- Team membership and leadership
- Strong oral and written communication skills; ability to communicate effectively with staff, customers, and outside contacts

Abilities:

- Communicate effectively with individuals at all levels of computer literacy
- Respect all staff and customers, no matter what the position s/he holds
- Train and instruct staff
- Organize, plan, and execute work to set and reach goals with minimal supervision
- Manage multiple projects concurrently
- Successfully complete projects
- Provide clear direction
- Give and receive feedback in a positive manner
- Genuinely respect staff, customers, and others
- Recognize staff skills and leverage those skills for organizational needs
- Help others to visualize and understand change
- Understand technology sufficiently to make decisions regarding implementation and supervision of IT staff
- Make purchase recommendations
- Communicate services to our staff and customers
- Create budget recommendations and manage department budget
- Conduct staff evaluations using established standards

- Organize, plan, and execute work and to set and reach goals developed with supervisor
- Work effectively and calmly when under pressure
- Work effectively as part of the CEO's management team
- Seek professional development opportunities for self and encourage professional development of those supervised

Accountabilities: (Include, but are not limited to the following)

Meets objectives of Information Services as set by the CEO. Meets work plan and personal development objectives as established with supervisor. Maintains good relations with SMRLA, Inc. staff and customers. Updates skills by regularly participating in training and other learning opportunities. Maintains and develops expertise in new technology and applications. Contributes ideas that improve information service, increase efficiencies, and otherwise advance the development of SMRLA, Inc. Performs work in keeping with professional standards and the policies and procedures of SMRLA, Inc.

Necessary Special Requirement:

Ability to secure certificate as a Professional Public Librarian in the State of Maryland within 120 days of appointment.