



## METROPOLITAN LIBRARY SYSTEM

### Job Description

<b>Job Title:</b>	<b>Collection Services Manager</b>	<b>Position Code.:</b>	<b>1127-23E</b>
<b>Reports To:</b>	<b>Director of Collection Services and Development</b>	<b>Classification:</b>	<b>Exempt</b>
<b>Division:</b>	<b>Public Services</b>	<b>Date:</b>	<b>06/2019</b>

#### **JOB SUMMARY:**

Under administrative direction, provides leadership and direction for staff in collection services, which includes Cataloging, Interlibrary Loan and receiving; plans, organizes and directs operations, including supervising staff; assists in the development of policy recommendations; evaluates resources to increase effective customer access to library-owned and interlibrary loan materials and coordinates utilization of such resources.

#### **ESSENTIAL JOB FUNCTIONS:**

- Plans, organizes, and directs the general operation of collection services; interprets policy and procedures; schedules and conducts staff meetings; resolves daily operational issues.
- Organizes the flow of library materials through collection services to maximize speed, accuracy, and efficiency in making materials available to library customers.
- Oversees the receipt and handling of requests to borrow from and/or lend materials to outside libraries.
- Works with the Director of Collection Services and Development and library management teams to research, plan, organize, and develop methods for effective access to the overall collection through catalog data, shelving schemes, and interlibrary loan.
- Works with the Assistant Manager of Collection Services to organize the flow of library materials through receiving and inventory to maximize speed, accuracy, and efficiency in making materials available to library customers
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training as necessary on basic job functions.
- Manages resources utilized for cataloging materials and makes certain that required resources are available to staff; monitors access methods, data structure, updates, etc. and evaluates the impact of changes on the library; recommends actions to address changes.
- Manages resources utilized for interlibrary loan and makes certain that required resources are available to staff; monitors access methods, data structure, updates, etc. and evaluates the impact of changes on the library; recommends actions to address changes.
- Participates in hiring staff, in conjunction with the Director of Collection Services and Development and Human Resources.
- Communicates effectively with staff at all levels, including collection services staff as well as staff in libraries and other departments.
- Prepares annual program budget requests for collection services, including personnel, services, equipment, and material needs; coordinates and monitors expenditures.
- Approves payment of Interlibrary Loan invoices from lending libraries for fines or fees incurred by customers; assumes responsibility for collecting any fines or fees owed by other libraries.
- Performs descriptive cataloging in accordance with current generally accepted cataloging rules as modified by established local standards, including performing subject and/or genre analysis and assigning classification.
- Provides training for collection services staff in all areas of cataloging and interlibrary loan.
- Collaborates with Learning and Development to design and implement training of library staff on cataloging and interlibrary loan policies and procedures and access to materials; plans and conducts workshops in cooperation with other Collection Services and Development staff and Learning and Development; provides ongoing assistance and guidance to Public Services staff.
- Participates in planning special projects and improvements to the library's collection services areas.
- Represents the library at assigned meetings, technical sessions, and bibliographic conferences; attends Public Services and other system meetings as assigned.
- Maintains awareness of current generally accepted cataloging rules and standards, including but not limited to Resource Description and Access and MARC formats; establishes local standards and practices for compliance; monitors anticipated changes and proactively prepares for their adoption.

- Maintains awareness of current generally accepted interlibrary loan standards and protocols, including but not limited to the ALA Interlibrary Loan Code; establishes local standards and practices for compliance; monitors anticipated changes and proactively prepares for their adoption.
- Maintains professional awareness of current events, related developments, and trends through reading professional and technical literature; participates in professional associations and attends relevant technical sessions and workshops.
- Uses effective techniques, good judgment, established organizational values, and policies and procedures to resolve customer service issues.
- Champions the Library's strategic goals and initiative with the system's mission, vision and core values in mind and executes short and long-term objectives.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

#### **FREQUENCY OF TRAVEL REQUIREMENTS:**

- Occasional travel within the state or nationally for appropriate professional development and networking.

#### **INTERACTION:**

- Interaction with all levels of staff, Library Commission members, and the general public.

#### **MATERIAL AND EQUIPMENT USED:**

- Computer(s)/Printer(s)
- General Office Equipment

#### **MINIMUM QUALIFICATIONS REQUIRED:**

##### **Education and Experience:**

- Master's degree from an ALA-accredited college or university in Library and Information Science; and
- Three or more years of personnel management experience; and
- One or more years of related experience with cataloging, interlibrary loan or receiving.

##### **Licenses and Certifications:**

- None

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

##### **Knowledge of:**

- Administrative principles and practices, including goal setting and program budget development and implementation.
- Administration of staff and activities, either directly or through subordinate supervision.
- Generally accepted cataloging practices and protocols.
- Principles of library classification in public libraries.
- Principles of subject analysis in public libraries.
- Generally accepted interlibrary loan protocols.
- Generally accepted cataloging rules/guidelines and data formatting protocols for library catalogs.
- Library practices, policies, procedures and equipment.
- Principles and practices of library science, technology, and management.
- Methods and techniques of research, statistical analysis, and report presentation.
- All computer applications and hardware related to performance of the essential functions of the job.

##### **Skill in:**

- Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Using tact, discretion, initiative and independent judgment.
- Analyzing and resolving office administrative situations.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

- Using critical thinking-logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Communicating ideas and thoughts clearly and effectively to ensure understanding.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.
- Hiring, motivating, developing and directing staff in a collaborative team environment.
- Preparing clear and concise reports, correspondence, and other written materials.
- Maintaining professional objectivity when making decisions on materials dealing with controversial issues or when handling customer comments about library materials.

**Mental and Physical Abilities:**

- Ability to integrate and interpret data from various sources, and to plan, develop, and implement responsible strategies.
- Ability to analyze complex technical, scientific and/or administrative issues, evaluate alternative solutions and adopt effective courses of actions.
- Ability to concentrate in spite of frequent interruptions.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- While performing the essential functions of this job the employee is frequently required to move from place to place and speak and hear.
- While performing the essential functions of this job the employee is occasionally required lift and/or move up to 50 pounds.

**SUPERVISORY RESPONSIBILITY:**

- This position supervises multiple collection services staff.

**WORK ENVIRONMENT:**

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

**SUMMARY STATEMENT:**

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.