



JOB DESCRIPTION

Position Title:	Head of Technical Services	P004-23
Dept/Branch:	Technical Services	
Reports to:	Chief Technology Officer	
Position Supervises:	Cataloguing and Processing	

I. POSITION SUMMARY

The Head of Technical Services oversees the centralized cataloguing and processing of all library materials. This position works closely with the Head of Collection Development, the Head of Youth Services and the System Materials Handling Coordinator to ensure an efficient flow of materials through the entire process from acquisition to allocations. The Head of Technical Services also leads the Technical Services portion of the library's Integrated Library System (ILS), maintaining catalogue and authority rules and settings.

This position has an advisory role to the Senior Management team in the development of policies and procedures. The Head of Technical Services is responsible for collecting, analysing and reporting data from our ILS databases, websites and external sources. The incumbent must be proficient in current cataloguing standards and processes; negotiation and vendor relations; and data collection and analysis. The incumbent must demonstrate excellent communication and interpersonal skills and have a demonstrated ability to work as part of a team.

This position demonstrates leadership both as a department supervisor, and as a key professional resource for the entire library system.

II. ACCOUNTABILITIES

1. Technical Services

- Responsible for leading the ongoing development and maintenance of the Okanagan Regional Library catalogue.
- Recommends changes according to developments in processes, technology, and standards for library cataloguing.
- Directs the team of cataloguing and processing staff to ensure accurate, timely delivery of new materials to the branches.
- Makes decisions about library cataloguing processes and workflows with quality customer experience as the guiding principle.
- Maintains knowledge of current trends and developments in library cataloguing; makes recommendations for improving local practice.
- Recommends new or revised procedures to enhance cataloguing, classification, materials processing and bibliographic and authority database management; develops, implements, and documents approved changes.
- Implements procedures, as approved, to optimize use of our ILS, available data, and new and emerging technologies.

2. **Integrated Library System and Statistical Reporting**
 - Collaborates with program and infrastructure staff to optimize ILS systems to enhance staff experience and customer service.
 - Under the guidance of the Chief Technology Officer collaborates with IT Staff, to resolve issues related to the ILS and collection management tools, and to establish measurement tools and statistics required for decision making.
 - Assists in implementing application program interfaces (API's) to optimize existing systems, including testing, system upgrades and enhancements.
 - Creates and modifies custom and standard reports using Simply Reports and SQL queries. Provides statistical data reporting.
 - Participates in the ILS community, acting as a resource.
 - Collaborates across Library departments to develop training and documentation on ILS system.
 - Works with IT to troubleshoot and resolves system issues.
- b. Vendor Relations**
 - Works with library vendors providing bibliographic data and processed materials to ensure materials and data fits the needs of ORL.
- c. Supervision**
 - Interviews and recommends individuals for hiring in the cataloguing and processing departments.
 - Sets performance expectations and monitors completion of objectives for assigned areas of responsibility.
 - Provides direct oversight, leadership, and guidance to the cataloguing and processing staff. Maintains a thorough knowledge and understanding of the work performed by unit staff and provides advice on the more complex aspects of the work.
2. **Leadership**
 - Responsible for positively implementing organizational initiatives including developing goals and objectives, policies, procedures and services, using the library's strategic plan as a guide.
 - Works collaboratively with the other leaders in Support Services to foster a supportive and collaborative working environment across units and to enable agile adjustments to workflow as needed.
 - Accountable for the training, evaluation, and performance management of direct reports in accordance with the ORL Policies, HR guidelines and Collective Agreements.

Other

Works closely and collaboratively with the IT staff and with the Head of Collection Development and Head of Youth Services. Frequent contact with ORL staff, vendors, and other library systems as needed.

IV. WORKING ENVIRONMENT

Works in an office environment. Travels to branches and meeting sites as required.

V. **JOB SPECIFICATION**

1. **Education**

Master's Degree in Library and Information Sciences required, including courses in cataloguing and Classification.

2. **Related Experience**

Minimum of four years' experience in positions of increasing complexity and supervisory responsibility.

1 year experience performing or supervising library cataloguing within the last 5 years.

Experience working with an ILS or similarly complex database.

Experience with SQL and Simply Reports or similar database query software.

3. **Other Requirements**

- Principles and practices of leadership, supervision, organizational development, and change management
- Interest and aptitude for working with database technology
- Initiative, problem solving skills and excellent judgement
- Excellent productivity and efficiency with a high level of attention to detail, and dedication to producing timely, useful and accurate data
- Experience working with integrated library systems
- In-depth knowledge of descriptive cataloguing and classification, including RDA, AACR2, MARC21, authority records management, Dewey classification and Library of Congress subject headings.
- Thorough knowledge of current trends and industry best practices in areas of responsibility
- Excellent communication skills both oral and written
- Demonstrated record of achieving strategic outcomes in a timely manner
- Driver's license required.