

**WILLOUGHBY-EASTLAKE PUBLIC LIBRARY
MANAGEMENT JOB DESCRIPTION**

POSITION: Collections & Digital Services Manager

REPORTS TO: Assistant Director

DEFINITION:

Under the direction of the Director, and in cooperation with library management, the Collection Services Manager plans, coordinates, organizes, supervises and executes system-wide digital services and information literacy programs.

ESSENTIAL FUNCTIONS:

- Meets and exceeds customer expectations by competent, attentive, friendly and professional customer service in accordance with the WE Care program standards
- Oversees centralized acquisitions, processing, and cataloging of library materials
- Recommends and administers the materials budget
- Serves as liaison between library and vendors for library materials
- Serves as a resource person for cataloging issues and questions
- Supervises ILL staff, Collection Services Librarian, and Materials & Processing Supervisor
- Selects and orders centralized purchases of popular A-V and print materials
- Responsible for the overall management of the library's digital services including subscription databases and the library's website
- Researches, evaluates, selects and manages electronic resources to expand and enhance the library's web presence
- Compiles useful library statistics and creates reports
- Oversees and participates in collection development and maintenance activities related to emedia
- Collaborates with Technology Department on technological enhancements to the library's website
- Collaborates with the Communications and Development Manager as a member of the social media team
- Collaborates with library staff to create and implement web-based library services such as online blogs, tutorials, videos, and podcasts
- Coordinates the development of curriculum for information literacy programs and works with staff to offer instruction
- Participates in the grant writing process for digital services initiatives
- Participates as a member of the management team; attends Managers meetings
- Advocates the library role in the community by attending or participating in appropriate civic, school, and community activities
- Presents programs in-house and in the community as requested

ADDITIONAL DUTIES

- Attends workshops, conferences, and meetings appropriate to position
- Serves on committees as requested
- Performs other duties as deemed appropriate or necessary by the Director or Deputy Director

QUALIFICATIONS:

ALA accredited MLIS or equivalent. Experience in web or digital program and service planning, development and execution preferred. Proficient use of personal computers and associated software, Internet and web resources. Demonstrated ability in creating web documents and content, and use of web applications. Public Library experience preferred.

KNOWLEDGE AND ABILITIES:

- Library resources, programs, and services of a public library, both in library and virtual
- Budget development and administration
- Relevant online technologies and awareness of emerging library technologies
- eMedia (eBook) collection development and management
- Working knowledge of web editing tools and techniques
- Latest web tools (blogs, RSS, podcasting, social media, online surveys, etc.)
- Knowledge of authentication systems, such as EZ Proxy
- Principals of intellectual freedom and open access
- Principles and practices of quality customer service
- Computer systems and associated software, Integrated Library System, Internet and web resources
- Ability to relate positively with the public.
- Demonstrated ability to interact productively with members of the library team in problem solving, work flow analysis, and decision making.
- Experience in resolving issues in an environment supportive of change.
- Ability to work days, evenings, and weekends as required.

EQUIPMENT AND EFFORT REQUIRED:

- Must have a reliable means of transportation to fulfill duties of the job
- Ability and manual dexterity to perform repetitive tasks, operate office equipment, and process library materials
- Ability to move items and materials up to 30 pounds in weight
- Prolonged periods of sitting, standing, walking, bending, stooping, and/or lifting may be required

I have read this job description and discussed it with the Deputy Director.

Employee's Signature

Date

Deputy Director's Signature
Collections & Digital Services Manager

Date