

LIBRARY SYSTEMS SUPERVISOR

MAJOR FUNCTION

This is technical and administrative work performing supervision, analysis, design, coding, testing, and installation of computer systems and programs for all areas of the library system.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Installs and maintains computer hardware and software. Provides hardware and software support, troubleshooting, and problem-solving at all library locations on-site, by telephone, or by email.
- Confers with subordinates and/or County Information Systems Department on unusual and difficult procedures and offers advice and assistance as needed.
- Coordinates with County Information Systems Department and/or hardware, software, and telecommunications vendors to resolve hardware and software problems and to obtain most current upgrades, patches, fixes, drivers, etc.
- Resolves customer concerns using all available resources including co-workers, County Information Systems Department, Internet, vendors etc.
- Plans, performs, directs and supervises others in activities to maintain the library automation system.
- Monitors and maintains library automation hardware and software, including operating system, networking, and library automation applications.
- Performs software testing before implementation. Sets up, runs, monitors, and troubleshoots daily batch jobs. Performs file maintenance tasks.
- Submits and monitors daily, weekly, monthly, and as-needed backups of library automation software, data, and server files. Maintains library automation applications policy file, calendars, online catalog parameters, screens, and program selector menus, etc. Creates and maintains all library automation user accounts.
- Installs, configures, and upgrades all library automation software. Coordinates technical aspects of library automation system. Implements, maintains, and provides support of all file structures.
- Performs systems analysis and codes programs using Digital Command Language.

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- Manages library automation system hardware and software licenses to insure compliance with copyright and licensing regulations.
- Provides individual and/or group training to library staff in the use of library automation applications. Prepares written documentation and procedures for use with library automation applications.
- Creates detailed spreadsheets for reports for use by staff. Prepares statistical reports. Creates, codes, and produces circulation, inventory, usage, and other reports as scheduled or needed.
- Maintains current knowledge of trends and developments in library automation and information system technology for application to functions under charge.
- Makes recommendations regarding acquisition of new hardware, software, peripherals, and services. Participates in long and short term planning.
- Maintains and promotes the characteristics of excellent customer service in assigned area.
- Carries out policies, procedures, and established practices of the County's library system.
- Required to work, as needed, days, nights, weekends, and/or holidays.

SECONDARY FUNCTIONS

- Visually reads library shelves to maintain proper Dewey Decimal order.
- Manually shifts material as required to maintain the proper quantity of materials on the shelf.
- Builds, tests, and installs various patch cables.
- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, vendors, citizens, and customers of the department. Service is provided in person, by electronic mail, or by telephone contact.

SUPERVISION

Responsible for directly and regularly supervising work of a relatively small number of employees (two or more), with no indirect supervision. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

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EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience.

Bachelor's Degree from four year college or university with major course work in Management Information Systems, Computer Science or related field; with three years progressively responsible and knowledgeable experience and training in systems maintenance and analysis, networking in both LAN and WAN environments, and basic programming, one of which must have been in a lead worker or supervisory capacity; or equivalent combination of education and experience. Experience with emphasis on library science automated technologies is preferred.

Licenses.

Possession of a valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills.

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Problem Solving Abilities.

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Participates in development of procedures, plans, policies, specifications, and programs.

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- Functions independently as an expert in matters of specialized code, rules, policy, analyses, advanced budgetary, accounting systems, or complex scientific or technical systems.

Specialized Skills and Abilities.

- Ability to read, comprehend, interpret and practically apply information acquired through technical manuals and related documentation.
- Knowledge of and ability to work with various current software technologies, e.g., platforms, operating systems, standard software packages, electronic database management systems, electronic mail, Internet browsers, desktop publishing.
- Knowledge of and ability to work with various current hardware technologies, e.g., CPUs, hubs, routers, hard drives, secondary drives, network cabling, telecommunications equipment, peripheral components.
- Ability to plan, schedule, coordinate, and review the work of subordinate technicians.
- Ability to communicate effectively, courteously, professionally, and tactfully with co-workers, department officials and other administrative personnel. Ability to establish and maintain effective working relationships with co-workers and others.
- Ability to understand and follow oral and written instructions. Ability to describe or explain verbally or in writing information, concepts, ideas, or instructions to others. Ability to learn, apply, and teach new methods, procedures, operations, and policies.
- Ability to function independently. Ability to use independent judgment to resolve customer concerns. Ability to set priorities and meet multiple deadlines.
- Ability to gather data, think creatively, and suggest options, changes, and/or solutions.
- Ability to pay close attention to detail to accomplish technical, precise work. Ability to adapt to interruptions, changes, disorder, stress, and shifting needs without losing efficiency, effectiveness or composure.
- Knowledge of standard library principles, methods, materials, and practices. Knowledge of the theory and objectives of a public library system. Familiarity with alphabetical, numerical and library filing systems.
- Ability to use the Internet to access and retrieve relevant information. Knowledge of and ability to use electronic information delivery systems, including but not limited to, the library OPAC and electronic databases.
- Ability to develop and utilize advanced research methodologies.
- Ability to work a flexible schedule including days, evenings, and weekends.

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- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment.

The employee will be required to operate computer, fax machine, copy machine, and other general office equipment. Work includes the handling and maintenance of all hardware components and peripheral devices associated with current hardware technologies, including but not limited to, printers, CPUs, network hardware, hard drives, secondary drives, tape drives, and barcode scanners.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, and talk or hear. The employee is occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, lift up to 50 pounds and push or pull more than 100 pounds. The noise level for this job is moderate. Special vision requirements are close vision, color vision, depth perception, and peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will frequently be exposed to fumes or airborne particles and occasionally be exposed to work near moving mechanical parts, outdoor weather conditions, and risk of electrical shock.

Established 10/99

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Category: 1

Status: E

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