

**Yakima Valley Libraries
Technical Services & Outreach Manager
FLSA: Exempt Professional**

Job Purpose and Summary

Oversees Technical Services and Outreach Services in accordance with the mission, budget, policies and procedures of the Yakima Valley Libraries; performs a variety of administrative and technical tasks related to library services; and demonstrates good stewardship of library resources. Assists with coordination of the collection of materials, reference services, covers an extensive circulation range, and is responsible for the supervision of Technical and Outreach staff. Will uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

Supervision Received and Exercised

Receives general direction from the Public Library Services Director. Exercises direct supervision over professional, paraprofessional, clerical, and volunteer staff.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges patron's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with patrons, and verifies that patron's needs are met.
2. Maintains and monitors operating procedures and practices to insure efficient, effective and accountable service to library customers and safe operation and maximum utilization of the library facilities, equipment and collection.
3. Directs and provides reference and readers' advisory services.
4. Explains policies and procedures to library customers and staff and resolves related questions and concerns.
5. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaint.
6. Promotes, educates and supports Intellectual Freedom principles with staff and patrons. Resolves related concerns or redirects to appropriate source.

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7. May assist with development, design, implementation, and training of computer and digital literacy for staff and patrons.
8. Prepares various reports on operations and activities as directed and recommends improvements and modifications.
9. Selects, trains, and motivates personnel within assigned area; works with employees to correct deficiencies; resolves a wide range of routine and non-routine personnel issues and difficult situations; implements discipline and termination procedures in coordination with the appropriate management staff.
10. Oversees the development and direction of technical services to include processing of the library system's library materials collection in a way that meets the needs of library users and system residents and efficiently uses system resources. Interacts and negotiates with a variety of vendors and library and technology service providers.
11. Maintain oversight of quality and integrity of bibliographic database; corrects and cleans up bibliographic records; ensures consistent and timely authority control.
12. Monitors and evaluates local outreach activities to ensure community needs are met.
13. Identifies and stays current with YVL service areas and understands their informational needs and interests. Plans and organizes information for use by unique population groups. Identifies future needs and trends for information services.
14. Prepares and conducts performance appraisals of assigned staff
15. Ensures compliance with all applicable Federal, State, and Local laws, regulations, and ordinances as well as all Library System policies and procedures.
16. Coordinates the provision of library services with other library managers and staff and performs services in person, by telephone, by mail and electronically, as required.
17. Attends meetings and participates in professional associations and activities as assigned; read professional journals and publications; reviews current information and trends in public library services. Maintain knowledge of current trends in professional cataloging rules and standards.
18. Under fills for any subordinate position as needed.
19. Performs other duties as assigned.

Qualifications

1. Master's Degree in Library Science (MLS/MLIS) required,

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2. Have or obtain Washington State Professional Librarian Certificate and
3. At least two years of public library work and
4. One year of supervisory experience.
5. A valid Washington driver's license.

Knowledge of:

1. Current public library policies, procedures, and systems.
2. Principles and practices of supervision.
3. Current cataloging practices.
4. Customer service standards and protocols.
5. Departmental policies, procedures, and service standards.
6. Library computer systems and applications including circulation software, the Internet, on-line databases, and email including current trends in technology and digital literacy
7. Theory and practice of reference service, including reference sources and electronic resources, including the Internet and database information retrieval.
8. Theory and practice of readers' advisory service, including ability to recommend titles.
9. Knowledge and support of the principles of intellectual freedom.
10. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing, spreadsheet, other office productivity software, and other personal computer applications, emailing systems, and web-based searching.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Analyzing problems, resolving problems and dealing with unique situations.

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3. Using independent judgment and discretion in a wide variety of situations.
4. Working effectively, with a teamwork orientation, in daily activities as well as addressing problems and unique situations.
5. Effective written and verbal communications, including public speaking.
6. Technology and digital literacy.
7. Keyboarding, word processing or entering data at a speed and accuracy level necessary for successful job performance.

Ability to:

1. Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs.
2. Represent Yakima Valley Libraries in a positive, responsive manner to the Library Board of Trustees, staff, public, volunteers, and supporters.
3. Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population. Adapt to changing needs, recognize and set priorities, and plan, coordinate and organize own work.
4. Assist with all aspects of service with Technical Services and Outreach Services.
5. Supervise assigned employees.
6. Exercise initiative and independent judgment in a wide variety of situations.
7. Interpret community interests and needs, and suggest appropriate library services.
8. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
9. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
10. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
11. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.

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12. Able to work any day the library is open, including evenings and weekends.
13. Obtain and maintain a valid Washington driver's license.
14. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

1. Normally seated, standing or walking at will.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems.
6. May occasionally be required to drive the Outreach vehicle.
7. Some early morning, evening and weekend work may be required.

Signature

Date