

## Library Information Services and Technology Manager

### **PURPOSE AND NATURE OF WORK**

The single position in this classification is responsible for planning, coordinating, directing, implementing, and facilitating the computer and network related work of the Lafayette Public Library System. The Library Information Services Manager is the strategic planner of the information services needs of the public library and is responsible, through a subordinate supervisor, for the work of all information services and technology positions in the library and report directly to the Library Operations Manager.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Keeps abreast of technological improvements, specifically as they relate to public libraries. Works with and makes recommendations to the Library Administration, professional staff, and committees, on improvements, policies, and procedures relating to technology within the library. Recommends and formulates policies relating to the staff and public use of the Library's electronic resources and implements policies as approved by Library Administration and Library Board.

Provides direction, guidance, and support to subordinate personnel in the assigned workgroup, including providing/monitoring training, analyzing and providing solutions to complex problems as they arise, serving as a point of contact on the latest advancements in information services and technology, distributing assignments, and providing feedback via performance evaluation.

Assist in the preparation of and effective management of the Library IT budget.

Coordinate projects from the development phase by meeting with users/personnel to determine hardware and software needs, writing specifications and requests for proposals, reviewing proposals, recommending courses of action, participating in contract negotiation with vendors, and managing vendor contracts for services.

Maintains and administers computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations related to network administration. Designs, installs, customizes tests, troubleshoots, repairs, and provides support for all Lafayette Public Library owned LAN and WAN networks. Provide support during service interruptions for critical operational servers, switches, routers, and network infrastructure.

Maintain disaster recovery procedures for network and related equipment/software. Monitor system performance; perform system backup, recovery and maintenance, as well as disaster recovery options. Ensure that the appropriate network documentation exists and is up to date. Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.

Leads and participates in the development and maintenance of the Library's internet websites. Improves the efficiency and look and feel of the site. Develops and maintains a strategic plan for Internet presence based on management priorities, policy directions, and goals. Works closely with departmental representatives on their web needs. Keeps up-to-date on modern web technologies. Ensures user accessibility to the site. Performs backups to the site on a regular basis to avoid loss of data. Monitors site traffic and scales site to meet traffic demands and performance.

Ensures projects are completed in a timely manner and provides the Library Operations Manager with regular updates and plan changes as necessary.

Performs related work as required.

### **NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS**

Thorough knowledge computer and information systems as appropriate the Lafayette Public Library.

Thorough knowledge of business and accounting principles and practices as appropriate to area of concentration.

Ability to forecast, plan, track, and facilitate all work related to area of concentration.

Ability to identify complex problems, research and identify options, and implement solutions.

Ability to manage own time effectively and to guide the time spent by others.

Ability to effectively supervise and guide the work performed by subordinates.

Ability to perform cost estimations, timeline forecasting, and other predictions in order to accurately project cost and implementation timetable.

Ability to think critically and logically.

Ability to work collaboratively with other managers, employees, departments, vendors, and consultants.

Ability to establish effective relationships and communicate effectively with City-Parish officials and employees.

### **DESIRABLE TRAINING AND EXPERIENCE**

Possession of bachelor's degree in computer science or a closely related field of study. Education should be supplemented by considerable, professional work as in a closely related field. Experience should include management and/or supervisory roles. An equivalent combination of education and experience is acceptable.