

Six Mile Regional Library District
JOB DESCRIPTION

Title:	Materials Services Manager
Title of Immediate Supervisor:	Executive Director
FLSA Status:	Exempt
Date of Approval:	July 1, 2011
Reviewed/Updated:	May 2024

JOB SUMMARY

Supports SMRLD's mission and strategic plan by managing cataloging and processing of library materials. Engages with patrons, vendors, and other libraries. Under limited supervision, the Materials Services Manager is an administrative level position that oversees the overall management of district collections; this includes functions of circulation, cataloging, acquisitions, and processing. This position is responsible for providing the Executive Director with an effective overview of existing collection conditions as well as recommending steps to take to ensure a collection that meets future needs for the entire district. The overall coordination and responsibility of the security, repair, and upkeep of district collections is performed through effective management of contracted services and staff. This position maintains the effective and efficient administration and operational functions of the Materials Services department, including the supervision and scheduling of staff. Some travel between district buildings is required.

This person must keep up-to-date on relevant programs and services that enhance the ability of the district to provide a friendly, usable, and quality collection. This position also engages in initiatives that improve customer service, as well as increases the visibility and appreciation of the services provided by the Six Mile Regional Library District. The person in this position has outstanding customer service skills, strong oral and written communication, knowledge of all areas of materials management, supervisory experience, and proficiency with an integrated library system.

JOB DUTIES AND RESPONSIBILITIES

Basic Function:

Responsible for the effective and efficient administration and operational functions of the library district's management of materials in all formats and e-resources; trains and informs staff in related areas as required. Directs all aspects of materials management. Assists at the research and customer service desks. Supervises interlibrary loan. Performs as lead liaison regarding automated catalog. Maintains positive relationships among staff, patrons, communities, and others.

Essential Functions:

Responsible for the efficient running of all activities within the Materials Services department. Schedules staff to ensure adequate coverage at all times and processes time sheets for department employees. Recommends policies and operating procedures. Responsible for ensuring that established procedures are followed, and for initiating action where there are breaches. Defines/formulates/improves procedures as appropriate for continuous improvement.

Training, supervising, motivating, and evaluating the work of the materials services staff following library policies, procedures, and performance standards. Conducts evaluations after the probationary period of employees. Responsible for interviewing, hiring, and training new/replacement staff as authorized by the Director. Provides leadership and guidance for department staff.

Responsible for the overall management of district collections; manages workflow and determines priorities. Analyzes community needs to recommend collection development; prioritizes the end users by balancing high quality cataloging and materials processing with quick turnaround of materials and ensuring ease of use of the catalog. Maintains materials selection policy and procedures; recommends updating as appropriate. Recommends budgetary distribution for collection development. Recommends allocation of collection areas to selectors. Develops ways to promote, publicize, and display district collections. Consults with the Executive Director and other staff to recommend appropriate security, furniture, and shelving for collections.

Serves on the library's leadership team. Participates in developing library goals, policies and procedures, particularly as they relate to the management of materials. Investigates and recommends policies, procedures, and best practices for circulation, collection and e-resources management. Analyzes library collections data. Collaborates with departmental managers to make collections easy for customers to browse and access materials.

Responsible for the cataloging of all materials, for all original cataloging, and for resolving cataloging issues. Acts as lead liaison regarding automated catalog. Ensures appropriate staff knowledge regarding cataloging and the automated catalog.

Provides excellent direct customer service and acts as a role model for library staff; presents a courteous, positive image of the library and maintains confidentiality in patron, vendor, and staff interactions. Resolves issues with managing materials, including circulation problems. Assists at the research and customer service desks. Guides and instructs individuals and groups in the use of the collection. Interviews customers to establish reference needs, find required materials/information, or provides guidance in finding materials.

Supervises all aspects of interlibrary loan. Orders all materials needed by customers from out-of-system libraries, keeps records and statistics on all loans, checks in and returns all OCLC loans, packages all mail needed to return loans to out-of-state libraries, and assists Customer Services staff with in-state check-in and return of loans.

Responsible for the expenditure of allocated collection budgets in selected Dewey Decimal areas for both district buildings, purchases all materials for those Dewey Decimal areas and weeds, and withdraws materials from those areas.

Responsible for own continuing education, attending meetings, workshops and conferences, and reading to keep abreast of trends and changes affecting the profession. Represents the library district at various meetings and keeps appropriate staff informed about information learned at meetings. Takes on a leadership role with the library system and other groups to increase customer satisfaction.

Works closely with IT Manager to ensure the compatibility of district equipment with requirements for the automated catalog and electronic resources. Assists the library's IT team with strategic planning for technology needs.

Produces monthly departmental activity reports and assists with the compilation of statistics for seasonal and annual reports.

Marginal Functions

Performs original and complex copy cataloging according to local and national standards appropriate for a modern library. Supports quality control of bibliographic records.

Responds to staff and patron questions, comments, and complaints in a timely, professional, and constructive manner to create customer-focused solutions. Intervenes with customer complaints, and refers them to the Assistant Director/Director where appropriate.

Oversees the integrity of the catalog and catalog data.

Provides non-traditional services. Acts as a Passport Acceptance Agent, participates in the tax assistance program, and can perform processes such as IDNR Fishing & Hunting Licenses, Illinois License Plate Renewal stickers, passport photos, etc.

Participates in troubleshooting user access problems and communicates solutions to customers and staff.

May perform other duties and responsibilities as assigned within the scope of the position or level of expertise.

ENVIRONMENTAL - ATMOSPHERIC CONDITIONS

Work is usually performed in a normal office environment, at both district locations. Some evening and weekend work will be required, with occasional overnight travel.

POSITION QUALIFICATIONS

Education

A Master of Library Science degree from an ALA-accredited university

Experience

Minimum of two years post-qualification experience with an emphasis on cataloging; library department management experience preferred. Work experience involving one or more of the following: handling budgets, vendor relations, strategic collection planning, and/or collection management.

Knowledge, Skills and Abilities

Effective interpersonal and communication skills

Strong analytical skills and ability to create and utilize data-informed collection analysis

Experience with, or knowledge of, current issues and trends in acquiring and managing physical and electronic resources in a public library

Knowledge and comprehension of accepted library services, standards, regulations, and practices

Ability to review and edit copy cataloging; to create and edit MARC local holdings records; create metadata following local practice and procedure; to manipulate OCLC products

Ability to effectively manage department operations and employees

Ability to conduct an effective reference interview with persons requesting information

Knowledge of Anglo-American Cataloging Rules, Dewey Decimal Classification System, Library of Congress Subject Headings, and MARC records

Comprehension of management systems and record-keeping procedures

Knowledge of materials collections

Ability to use standard office software such as Microsoft Office Word, Excel, PowerPoint, etc.

Ability to receive direction and to work effectively and efficiently without supervision

Ability to adjust workflow, be flexible to react to immediate needs/issues

Excellent written and oral communication skills to convey information and instruct others while maintaining a strong customer-service focus

Ability to project a professional attitude and demeanor

Ability to analyze information and evaluate results to choose the best solution and solve problems

Ability to work in cross-functional project teams

Ability to embrace change and to work in an organization that values continuous learning

Ability to travel as required

Ability to evaluate situations and to exercise tact, courtesy, and good judgment

Physical Requirements

Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, balancing, reaching, pushing, grasping, hearing and talking

Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects

Requires clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet. Must also be able to identify and distinguish colors

Requires manual dexterity to input data on a keyboard

Licensing

Must have a valid driver's license and current automobile insurance

This job description is not intended to imply that the duties identified above are the only duties to be performed by the employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.