**TITLE:** Head of Technical Services
**REPORTS TO:** Library Director
**WORK HOURS:** 35 hours per week; schedule includes one evening per week and rotating Saturdays (September–May).
**SALARY:** $27.5314 per hour; full-time, benefited union position (SEIU). Union contract currently under negotiation.
**FLSA STATUS:** Non-exempt

**POSITION SUMMARY**

The Head of Technical Services is responsible for managing all aspects of technical services, including the acquisition, cataloging, classification, and processing of library materials. This role oversees the integrated library system (ILS), supports staff with library technologies, and ensures the accuracy and consistency of metadata and catalog records. The position supervises staff and/or volunteers engaged in technical processing and contributes to the overall administration of the library.

This is a 35-hour-per-week position, requiring one evening per week and rotating Saturdays. The incumbent may also be called upon to provide backup support at public service desks in Circulation, Reference, or Youth Services.

**QUALIFICATIONS**

* Master’s Degree in Library Science from an ALA-accredited institution
* 3–5 years of progressively responsible library experience, including supervisory responsibilities
* Demonstrated supervisory and leadership skills
* Strong organizational ability and attention to detail
* Excellent interpersonal and customer service skills
* Punctuality and dependability

**ESSENTIAL FUNCTIONS**

**Technical Services & Cataloging**

* Oversee the acquisition, cataloging, classification, and processing of materials in all formats
* Maintain and update bibliographic and authority records using MARC and other metadata standards
* Ensure consistent cataloging practices across the library
* Collaborate with selectors and department heads on ordering and collection development
* Manage inventory control, item records, and catalog cleanup projects

**Systems & Digital Resources**

* Act as the primary liaison to the NOBLE network on cataloging-related matters
* Troubleshoot issues related to the ILS and online catalog
* Support staff in the use of digital tools, databases, and library technologies
* Stay current with developments and trends in technical services and library systems

**Supervision & Collaboration**

* Supervise staff, volunteers, and pages engaged in technical processing
* Train staff on cataloging procedures, acquisitions workflows, and ILS functions
* Participate as a member of the management team and contribute to policy planning
* Represent the library at relevant professional or network meetings
* Coordinate with other departments on labeling and cataloging best practices

**Other Responsibilities**

* Prepare reports and maintain statistics on technical services activities
* Assist with weeding and collection evaluation projects
* Participate in library-wide meetings and staff development
* Support technology initiatives, special projects, and displays
* Provide desk coverage in various departments as needed

**SUPERVISION**

* **Received:** Works under the general supervision of the Library Director and Assistant Director
* **Given:** Supervises technical services staff, volunteers, and pages as assigned

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Abilities**

* Plan, prioritize, and coordinate multiple projects
* Quickly learn and adapt to new systems and technologies
* Work both independently and collaboratively
* Maintain accuracy and attention to detail

**Skills**

* Strong communication and problem-solving skills
* Proficiency with integrated library systems (Evergreen preferred)
* Familiarity with cataloging software and tools
* Excellent record-keeping and organizational skills

**WORKING CONDITIONS**

**Environment:**
Work is performed in a public library setting, with frequent interruptions and occasional noise due to busy patron traffic.

**Occupational Risk:**
Minimal occupational risk; typical office and library safety precautions apply.

**PHYSICAL AND MENTAL REQUIREMENTS**

**Physical Demands:**
Ability to lift and move materials up to 50 pounds.

**Motor Skills:**
Frequent walking across three floors of the library.

**Visual Demands:**
Frequent use of computer screens and printed documents for cataloging and metadata review; infrequent need to discern color differences.

**NOTE:**
This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the Town or position evolve.