



**Are you a forward-thinking librarian manager who loves working with people and technology? Are you seeking meaningful work in a supportive, fun environment?**

**VIGO COUNTY PUBLIC LIBRARY  
HAS A MANAGEMENT TEAM JOB OPENING FOR TECH TEAM MANAGER  
OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES**

***Application review will continue until the position is filled.***

***Applicants whose qualifications best match the requirements of the position will be contacted for an interview.***

**Posting Date: May 23, 2023**

**TECH TEAM MANAGER:** Opening for a full time 40 hours per week non-exempt management position in the Tech Team Department of the Vigo County Public Library.

**GENERAL DESCRIPTION:** The Tech Team Manager is responsible for the overall management and development of the Tech Team department, ensuring customers experience excellent library services, and staff are prepared to deliver such services. This includes managing and supervising the department's day-to-day operations and overseeing the creation and maintenance of documentation for department procedures, protocols, and technical support resources. The Tech Team Manager develops and implements operational and strategic goals that support the delivery of high-quality technology services and programming and actively participates in the cultivation of staff technology skills with exposure to current and emerging technologies that create new service and programming opportunities. The Tech Team Manager provides departmental and system-wide leadership through professional management strategies, team-building, and collaborative efforts in support of the goals and objectives of the VCPL.

**JOB FUNCTIONS:**

**Core Essential Manager Functions:**

- Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.
- Establish an aware, approachable, and proactive service presence acknowledging customers with a greeting, and an offer of assistance.
- Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- Interpret and provide guidance on library policy and procedure to library customers.
- Address customer behaviors that do not align with VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- Maintain confidentiality and privacy of library customer information and transactions.
- Provide oversight and direction for your department in accordance with VCPL's policies and procedures.
- Establish and maintain a comprehensive level of knowledge of the functions, operations, and mission of your department.
- Lead staff to meet VCPL's expectations for productivity, quality, and goal accomplishment.
- Serve as a role model that encourages accountability, integrity, constructive engagement, and teamwork.
- Establish and maintain transparent, interactive, and effective communication to facilitate department operations.
- Serve as the Manager on Duty (MOD) on a rotating schedule with other Managers.

### **Essential Functions Performed Daily:**

- Manage and participate in the day-to-day operations and workflow of Tech Team staff including, but not limited to:
  - Maintain staff work schedules and perform timely review and maintenance of staff electronic time keeping processes including processing leave requests and verifying accuracy of timecard hours.
  - Schedule adequate staff coverage for service desk and various other department activities including monitoring meeting room technology requests and providing setups; oversight of computer lab, collaborative spaces, Haute Create makerspace, and Haute Studio space; and program development and implementation activities. Participate in desk coverage and other daily processes as needed.
  - Assist customers with use of services and technology including computers, electronic devices, software, programs, platforms, makerspace, multifunction copier, and various creative space technologies.
  - Communicate with customers regarding library policy and procedure. Ensure that staff are aware of and understand policies and procedures and provide guidance on policy interpretation and implementation in daily operations.
  - Communicate with customers regarding services, inquiries, and/or other issues.
- Develop, plan, and present programs with a focus on emerging technologies for a wide variety of age ranges including children, teens, adults, and intergenerational audiences. Programs should be responsive to community needs and interests while sparking curiosity, fun, and creativity. Delivery of programs is via virtual, on-site, or off-site venues.
- Analyze current programs and collaborate with team to assess and develop programming opportunities.
- Provide guidance and support to team regarding skills and best practices when teaching technology including:
  - Recognizing the importance of communication skills including the ability to demonstrate patience and empathy for individual learner's needs and abilities.
  - Understanding and responding to various learning styles to provide an experience that is nonjudgmental, inclusive, collaborative, and supportive.
  - Promoting and supporting continued learning experiences by providing ideas and techniques for independent practice and sharing tutorials and other skill development resources.
  - Soliciting feedback to improve teaching techniques and training content.
- Provide leadership and foster a team environment promoting collective staff engagement in department operations and collaborative efforts that support the professional development and success of each team member.
- Model workplace behaviors that support and promote good customer service experiences, effective problem solving, and constructive interpersonal communication strategies.
- Assist customers with use of the Haute Create makerspace equipment including 3D modeling and fabrication, laser cutting, robotics, coding, audio-visual production, sewing, virtual reality, large format printing, and podcasting in Haute Studio.

### **Essential Functions Performed Frequently:**

- Establish and maintain procedures and guidelines that instruct and support staff in effectively and independently conducting routine operations. Develop workflow guidelines and delegate appropriate authority for staff to handle routine operations.

- Engage in ongoing assessment and development of staff skill sets and provide guidance for continued skill development to meet current and/or anticipated department needs.
- Oversee the development and maintenance of equipment and software for Haute Create and Haute Studio. Research, evaluate, and select instructional software, websites, apps, and training resources based on ease of use, effectiveness, and cost.
- Engage with community groups to promote the library and maker services and conduct tours of Haute Create/Haute Studio as needed.
- Oversee and ensure scheduling and set up of audio-visual technology equipment in library meeting spaces and/or off-site set-ups for community events is carried out efficiently and effectively.
- Remain current on advancements and changes in the field of library science related specifically to job duties; participate in workshops and training sessions; examine professional literature and materials to stay abreast of current library trends and technology.
- Participate in staff meetings and trainings, the library's strategic planning process, and professional activities directly related to areas of responsibility.
- Participate in the development and implementation of innovative library services.
- Log statistics for trainings and other assigned statistical categories.
- Other duties as assigned.

**Essential Functions Performed Regularly:**

- Conduct routine staff meetings to assess progress toward department goals, share information about programs and services, and discuss staff needs.
- Develop department operational and strategic goals relevant to customer/community needs, staff resources and skill sets, and staff training and development needs. Analyze department use and activities reports, conduct customer surveys, and provide feedback to your Division Director on analysis and resulting strategic and operational goals development.
- Work with your Division Director and the Public Relations team to develop and maintain Tech Team marketing strategies such as:
  - Highlighting on library social media channels the Tech Team resources and services that meet customer needs, promote library services, and encourage community engagement.
  - Ensuring VCPL website content relevant to Tech Team information is accurate and current - provide Public Relations with updates as appropriate.
  - Coordinating and submitting content about Tech Team for inclusion in VCPL publications.
- Work in conjunction with your Division Director to pursue grants and perform grant writing for additional funding to support the goals and objectives of the VCPL.
- Prepare monthly report for Library Board that summarizes Tech Team activities as well as compiled monthly statistics such as online and in-person technology assistance interactions, program attendance, etc.
- Represent the library and its services and resources during community events.
- Prepare and monitor the department's budget to ensure timely purchasing, and proper financial stewardship of funds.
- Assist with special projects, committee assignments, and other duties as assigned.

**PHYSICAL AND COGNITIVE REQUIREMENTS:**

- Ability to read, write and understand written and verbal instructions.
- Ability to effectively communicate with others.
- High degree of mental acuity and interpersonal communication skills.
- Ability to effectively prioritize and organize workflow.
- Ability to adapt to changing circumstances and respond quickly to a change in priorities.
- Ability to display tact and patience.

- Ability to move throughout the library to assist customers with computer needs and provide customer service.
- Manual dexterity with ability to utilize computer keyboard, monitor, and mouse.
- Ability to remain stationary for long periods of time and traverse from one interior/exterior location to another.
- Ability to reach floor level and heights up to six feet.
- Ability to move items ranging from 10-25 pounds.

**WORK SCHEDULE:** 40 hours per week work schedule which is generally 8:30 AM-5:30 PM Monday through Friday, with one evening per week 11:00 AM-8:00 PM, and weekend rotation for Manager on Duty (MOD) schedule and special events. Requires schedule flexibility to meet department staffing needs. Sunday work hours are paid at over-time rate in accordance with the VCPL Overtime and Fair Labor Standards Act Policy.

**QUALIFICATIONS:**

- ALA accredited MLS Degree preferred; must be able to obtain Indiana Librarian Certification at the Department and Branch Head Level of LC4 or higher (Requires 75 LEUs per 5-year certification period).
- Educational or experiential background in Information Technology, Entrepreneurship, Art + Design, Engineering, Science, or other degrees relevant to activities in a technology oriented and teaching environment.
- Minimum of one year of experience in STEAM instruction including coding and the equipment found in a Makerspace (3d printers, audio/video editing software, robotics, sewing, virtual reality, podcasting) or facilitating its use to end-users who have little or no previous experience with those programs/tools.
- Three or more years of professional experience required, preferably in a public library setting.
- Minimum of one year of MLS/MLIS library experience preferred; artistic proficiency and a creative mindset a plus.
- Supervisory and/or management/administrative experience preferred.
- Robust computer and mobile technology skills with experience in use of apps, databases, and other software.
- Excellent oral and written communication skills with a high degree of resourcefulness and demonstrated good judgment required.
- Organizational, analytical, and problem-solving skills required.
- High level of energy and self-motivation to create new services and programs while adapting quickly to changing technology required.
- Skill in planning and presenting appropriate programs for young children, teens, and adults.
- Ability to interact as a team member in a multicultural environment; ability to project friendliness, patience, enthusiasm, and positivity required.
- Excellent interpersonal skills and the ability to work effectively with a wide range of people in a diverse community required.
- Willingness to maintain a flexible schedule, including evenings and weekends to implement programming and provide public desk support.
- Ability to work independently and maintain efficient workflow required.
- Ability to manage concurrent multiple priorities, tasks, and deadlines calmly and competently.
- Ability to maintain confidential information required.
- Ability to travel to meetings, workshops, conferences, and the ability to travel within Vigo County to conduct off-site programs.

**WAGE:** Job Class 3, full-time non-exempt position starting rate of pay is \$22.9351 per hour, equivalent to an annualized wage of \$47,705.06 (approximately \$1,834.81 bi-weekly in 2023, based on two 40-hour workweeks).

**BENEFITS:** Optional participation in the Anthem Blue Cross Blue Shield PPO Health Plan or High Deductible Health Plan with HSA, Anthem Blue View Vision Insurance, and Guardian Dental insurance (Through September 30, 2023 employee contributes \$162.66 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or \$24.22 per month for single employee coverage participation in HDHP with HSA/Vision/Dental plans); paid Life Insurance; paid Long Term Disability Insurance; 100% paid participation in Indiana Public Retirement System; eligible for 12 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day for every active month of employment. Tuition reimbursement is available to VCPL employees in accordance with the VCPL Staff Development policy.

#### **APPLICATION**

**Preferred methods of application:** 1) Visit <https://vigolibrary.org/about-2/careers/> to download the VCPL employment application form. Email the completed form along with cover letter and resume to [application@vigolibrary.org](mailto:application@vigolibrary.org) ; or 2) submit application materials online at [www.indeed.com](http://www.indeed.com). Application review will continue until the position is filled. Applicants whose qualifications best match the requirements of the position will be contacted for an interview.

**Vigo County Public Library is an E-Verify Employer.**

**\*Current VCPL employees who wish to apply for this position must complete a VCPL employment application form and submit it with a cover letter and resume to Human Resources.**

The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, gender identity or expression, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.

**Human Resources, Vigo County Public Library**