OKANAGAN
OK REGIONAL LIBRARY
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JOB DESCRIPTION

Position Title	:	**Assessment & Technical Services Coordinator**	**Position# S101-17**
Dept/Branch	:	**Support Services**	
Reports to	:	**Chief Executive Officer**	
Direct Reports	:	**Cataloguing and Processing staff**	

I. POSITION SUMMARY

Leads the development and implementation of assessment and technical services.

Technical Services

Ensures technical operations are streamlined and standards-compliant. Ensures the ILS system is configured to optimize the patron experience and streamline staff workflow. Works with the ILS vendor and other ORL staff to rapidly resolve issues. Manages the work of the Technical Services Division, including cataloguing and processing. Trains staff. Maintains a current understanding of metadata, cataloguing, and discovery standards, options, and trends.

Assessment

In consultation with senior management, creates and implements an assessment strategy for the ORL's programs and services. Gathers, analyzes and reports on data from the ILS, other library software, surveys, and external sources. Creates standardized assessment tools for use by ORL staff and trains staff in their use. Fosters a positive culture of assessment and evidence-based decision-making.

The incumbent exercises considerable independence of judgment in all phases of work. Activities must be coordinated with others to ensure a system-wide operations focus. The CEO evaluates performance in terms of quality of work performed and impact on clients and fellow staff. A key measure in technical services efficiency is time to shelf for new materials.

II. ACCOUNTABILITIES

1. Supervision and Leadership

Oversees the work of the cataloguing and processing units, so that all tasks are performed in a timely manner and work flow is maximized. Trains, supervises, evaluates, and participates in the selection of staff in these work units.

Leads the development of assessment in the ORL, including library performance measurement, outcome measurement, and the development of assessment tools such as surveys and focus groups. May train or coach ORL staff in the use of system data, analysis, and assessment techniques. May lead or participate in committees.

Provides leadership and guidance to technical services staff. Maintains a thorough knowledge and understanding of the work performed by division staff and provides advice on the more complex aspects of the work.

Participates in developing the annual budget, and administers the approved budget allocations for assigned areas.

2. Policy Development

Develops and implements cataloguing and processing policy and procedures. Works collegially with other units, particularly Collection Development and Allocations, to streamline workflow, achieve departmental goals, and identify priority items.

Responsible for creating and recommending assessment strategies for the ORL.

3. Administrative

- Ensures established ORL financial controls are adhered to for assigned budget areas.
- Performs contract negotiation, licensing, troubleshooting, and performance evaluation of vendors as assigned. Participates in the development and evaluation of RFPs and other forms of procurement.
- Acts as backup to the Head of Collection Development in the loading of acquisitions budgets and year-end processes.
- Creates standardized assessment tools for use by ORL staff and trains staff in their use.
- Responsible for the collection and analysis of statistics for the ORL. Gathers, analyzes and reports on data from the ILS, other library software, surveys, and external sources. Provides environmental scanning reports periodically.
- Analyzes and streamlines workflows with the goal of improving the patron experience and ensuring efficiency. Leads the automation of manual processes wherever beneficial.
- Identifies, edits, loads, and merges MARC records for physical and electronic titles. Actively pursues strategies for importing high quality records that require minimal manipulation.
- Ensures cataloguing adheres to internationally accepted standards.
- Participates in ILS configuration, troubleshooting, and enhancements with the goal of improving the patron experience and streamlining workflows.
- May support Collection Development librarians, and particularly, the Virtual Branch Head, in evaluating and configuring the Library catalogue and conducting user testing.
- Undertakes special projects and related duties as directed by CEO.
- Other duties of similar or lesser scope and complexity, as assigned.

II.   WORKING CONDITIONS

Works in a private office environment. Continuous use of computers. Frequent contact with HQ and branch staff, vendors and suppliers. Occasional travel is required.

IV.   JOB SPECIFICATIONS

- **Education**

  Master's Degree from an accredited Library School or equivalent combination of education and relevant experience.

- **Related Experience**

  - Minimum four years of increasingly responsible, professional relevant work experience in a library-related environment, including:
  - Supervisory experience, including training and evaluation of staff
  - Experience with library technical services and/or systems
  - Experience with assessment, research, evaluation or statistical analysis

- **Other Requirements**

  - In-depth knowledge of cataloguing and metadata standards and procedures
  - Knowledge of Acquisitions procedures
  - Knowledge of assessment practices and statistical analysis
  - Knowledge of ILS configuration and troubleshooting (current ILS is Polaris)
  - Strong organizational skills and the ability to work independently and as part of a team.
  - Excellent written and oral communication skills.
  - Ability to carry out job functions with flexibility and initiative.
  - Comfort with technology, including software configuration and the use of standard office productivity software.
  - Ability to handle all responsibilities with a high level of courtesy and tact in dealing with staff, public and vendors.
  - Valid Driver's License
  - Valid Passport