National Library of Jamaica

Job Description

Job Title	Director, Technical Services and Networks
Job Grade	GMG/SEG4
Post #	267011
Division	Technical Services & Networks
Reports to	National Librarian/CEO
Supervises	Manager, Collections Development; Manager, Cataloguing & Classification; Manager, Digital Resources Development; Information Network Systems Manager; Senior Secretary

This document is validated as an accurate and true description of the job as signified below.

………………………………….. ……………………………………
Employee   Date

…………………………………… …………………………………….
Head of Department/Division   Date

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Director, HRM & Administration   Date

1. Job Purpose

Under the direction of the National Librarian the Director, Technical Services and Networks advances the goals and strategic direction of the Technical Services and Networks Division by providing leadership and innovation in the development, delivery and evaluation of library services that support the Mission, Vision and Values of the National Library of Jamaica.

2. Key Outputs

1. Divisional strategic plans, goals and objectives formulated and implemented.
2. Customer feedback mechanisms managed
3. Information technology projects implemented
4. Departmental policies, procedures and workflow planned, implemented and evaluated
5. Integrated library management system implemented in JAMLIN libraries
6. National Union Catalogue policies and standards implemented
7. Resources for the print disabled developed
8. Digital preservation programme developed
9. Staff appraised
10. Divisional budget submitted
11. Reports submitted

3. Principal responsibilities

Technical/ Professional Responsibilities

1. Collaborates with the National Librarian and Director, User Services to strategically define, communicate and implement the library's vision
2. Formulates and implements the divisional strategic plans, goals and objectives.
   a. Contributes to the planning framework
   b. Recommends systems and practices to collect data for decision making
   c. Receives and review departmental plans
   d. Develops policies and procedures for services and operations; identifies gaps and takes corrective action. Reviews the structure and functions of the Division and initiates activities to enhance its efficiency and effectiveness
3. Participates in library wide planning and policy making as a member of the library's executive management team
4. Directs, monitors and evaluates the work of the Manager, Digital Resources Development; Manager, Information Network Systems; Manager, Cataloguing and Classification; Manager, Collections Development and the Web and Graphic Designer
5. Evaluates, prioritizes and coordinates special projects with department heads for areas of responsibility
6. Oversees the development of the information technology strategy and the implementation of projects; periodically assesses how the use of

technology can further enhance the work of the Library and makes recommendations for such improvements

7. Directs the provision of digital resources for the print disabled
8. Directs the development of the library's digital preservation programme
9. Researches, analyzes, interprets, and develops solutions to produce recommendations regarding best practices for areas of responsibility
10. Identifies and analyzes customer needs, including coordination of customer feedback mechanisms for areas of responsibility
11. Participates in the coordination of the Jamaica Libraries and Information Network (JAMLIN)
12. Coordinates the implementation of policies and standards for the National Union Catalogue shared by JAMLIN libraries including recommendation for modification to the system in response to changing user needs
13. Directs the implementation of the integrated library management system in JAMLIN libraries
14. Keeps abreast of current professional practices, developments and research applicable to areas of responsibility

Administrative

1. Provides leadership in planning, implementation and evaluation of the departmental policies, procedures or workflow within the division
2. Prepares and monitors the division's work plan and budget
3. Liaises with the Public Relations Officer to promote the services of the Division
4. Submit progress reports on activities of the Division and other assigned projects
5. Represents the organization at meetings, seminars and conferences as directed
6. Certifies/authorizes payments to be made on behalf of the organization
7. Chairs committees and participates in meetings pertinent to role and function.

Human Resource

1. Provides leadership to staff through effective objective setting, delegation, and communication.
2. Manages the welfare and development of staff through the preparation of performance appraisals and recommendations for required training and development programmes.
3. Leads, prioritizes and supervises the operations of the division for the effective and efficient management of inputs, processes and resources.
4. Leads the setting and evaluation of performance standards and goals of departments in the division, and the development, review and evaluation of individual work plans.
5. Provides guidance to staff through coaching and training
6. Ensures that staff is aware of and adheres to the Library's policies, procedures and regulations of the GOJ.
7. Collaborates with the Director, Human Resource Development and Administration in the recruitment and orientation of employees
8. Approves leave for staff in keeping with established human resource policies.
9. Recommends/administers disciplinary action in keeping with established human resource policies.
10. Ensures that training and other needs of employees are adequately identified and addressed.

4. Performance Standards

1. Divisional strategic plans, goals and objectives formulated and implemented within the agreed timeframe
2. Customer feedback mechanisms managed according to agreed standards
3. Customer feedback mechanisms managed within specified time
4. Information technology projects implemented within agreed timeframe
5. Departmental policies, procedures and workflow planned, implemented and evaluated within agreed timeframe
6. Integrated library management system is implemented in JAMLIN libraries within agreed timeframe
7. National Union Catalogue policies and standards implemented within agreed timeframe
8. Resources for the print disabled developed according to agreed standards
9. Resources for the print disabled developed within agreed timeframe
10. Digital preservation programme developed according to agreed standards
11. Digital preservation programme developed within agreed timeframe
12. Staff appraised within agreed timeframe
13. Divisional budget submitted within agreed timeframe
14. Divisional budget submitted according to agreed standards
15. Reports submitted within agreed timeframe
16. Reports submitted according to agreed standards

4. Required Competencies

Core Competencies

Oral Communication
Written Communication Teamwork & Cooperation
Customer & Quality Focus

Functional/Technical Competencies

Information Communication Technology
Digital Resource Technology
Planning & Organising
Leadership
Research & Reference
Acquisitions & Collections Development
Classification & Cataloguing
People Management
Training & Development
Finance & Business Acumen

5. Minimum Education and Experience

1. Bachelors Degree in Library and Information Studies and Post graduate qualification in Information Technology **or**
2. Bachelors Degree in Information technology and post graduate qualification in Library and Information Studies
3. Five (5) years professional and progressively responsible management library experience
4. Sound knowledge of library operations and administrative systems with a keen interest in Jamaican history, culture and heritage
5. Current knowledge of trends and best practices in technical services with the ability to articulate a strategic vision in a rapidly evolving library landscape
6. Good knowledge of library functions and processes with the ability to advise or recommend IT solutions
7. Strong analytical, problem solving, collaboration, written and oral communication skills

6. Special Conditions Associated with the Job

- Required to work beyond normal working hours to include weekends for Saturday openings and public holidays