

# MERIDIAN LIBRARY DISTRICT

## Technical Services Supervisor



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### Position Summary

The Technical Services Supervisor is responsible for overseeing daily operations within the department, ensuring excellent customer service and efficient staff scheduling. Reports to the Material Services Manager and supervises department staff.

The Technical Services Supervisor actively evaluates the needs of the community, ensuring materials and services align with all District policies. Maintains an active role in Lynx Consortium cataloging groups for proper alignment with all Lynx guidelines and standards.

### Duties and Responsibilities

#### *Essential*

#### ***Supervision***

The Technical Services Supervisor directly supervises library staff for the execution of daily service and support operations. The Technical Services Supervisor, in collaboration with the Material Services Manager and Human Resources, is responsible for department personnel decisions. This includes recruitment, hiring, staff scheduling, documentation, coordination, employee training and development, directing work, succession planning, coaching and feedback, discipline, and performance reviews. Oversees onboarding and training of new hires to ensure compliance with library policies and procedures. Develops, leads, and tracks departmental staff training and meetings.

Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful working atmosphere. Oversees the accuracy of cataloging and acquisition manuals. Supervises department schedules to ensure coverage of delivery, reception, and processing of library materials. Aligns staff focused decisions with library policies and procedures. Prioritizes and distributes work as part of a team to ensure maximum flexibility and efficiency. Oversees the effective delivery of library materials and resources within the department and in the community.

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*Reviewed and Board Approved 6/18/2025*

## ***Communication***

The Technical Services Supervisor supports clear communication between library administration, management teams, committees, and library staff. Uses principles of project management in contribution to the effective development of services and initiatives. This includes planning, coordinating, scheduling, reporting, and supervising projects of varying complexity.

## ***Operations***

The Technical Services Supervisor supports and participates in daily operations of the Material Services Department, which may include projects across the District. Monitors allocated budget and reviews purchases of supplies, ensuring compliance with organizational guidelines. In collaboration with the Material Services Manager, evaluates and creates plans for implementing, developing, and improving systems or processes.

Works as backup for direct report staff in the event of absences or vacancies, conducting those duties as needed. Is the person in charge for all departmental staff in the absence of the Material Services Manager.

## ***Collection Processing and Maintenance***

The Technical Services Supervisor oversees the coordination of cataloging, processing, and maintaining of library materials and records. Supervises original and copy cataloging; adapts online records according to guidelines in all subject areas and languages ensuring maximum usability of the public catalog.

Demonstrates a strong working knowledge of ILS, Library of Congress subject headings, the Dewey Decimal system, the AACR2 system, RDA, and the Online Computer Library Center (OCLC) manuals to catalog and classify library materials; acts as supporting staff member conducting related work as needed. The Technical Services Supervisor maintains authority records and performs needed authority work in the database. Oversees and ensures the accuracy and currency of library records in the ILS and OCLC.

## ***Advocacy***

The Technical Services Supervisor develops and maintains relationships with District staff and the Lynx Consortium cataloging group through active involvement and clear communication. May occasionally engage in professional activities through associations, committees, or other organizations outside of the District.

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Remains current on best practices and trends in the library profession. Attends and actively participates in regular library meetings and committees; may occasionally attend and present at the Library Board of Trustee meetings.

### ***Records and Reporting***

The Technical Services Supervisor prepares and ensures accurate and timely reports as requested by the Material Services Manager and library administration. Uses historical and predictive data to inform decisions. Stores and makes available legal and historical documents in accordance with library policies. Supports the Material Services Manager to ensure accurate inventory of office and building supplies in the department.

*Marginal*

### ***Customer Service***

The Technical Services Supervisor is responsible for maintaining excellent customer service, ensuring their team has the training and skills necessary to support library needs. Responds to concerns of staff regarding library material services or processes.

May interact and coordinate with vendors as needed.

May work with and/or direct the work of volunteers in providing library services.

Participates in committee groups as assigned by the District to demonstrate our commitment to a culture of inclusivity, collaboration, and professional development.

Performs other duties as assigned.

## **Qualifications**

### ***Minimum Qualifications***

#### ***Knowledge, Skills and Abilities***

Demonstrated commitment to diversity, equity, and inclusion.

Knowledge of supervisory policies, practices, and controls. Ability to provide clear and concise oral and written communication. A problem-solver with strong organizational, leadership, and interpersonal skills. Experience with project management in libraries. Able to oversee multiple large scale projects, effectively manage time and resources, and delegate tasks as necessary and enforce accountability. Ability to foster and sustain partnerships.

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In-depth knowledge of library classification systems including Library of Congress subject headings and the Dewey Decimal system. Knowledge of and proficient with the AACR2 system, RDA, and OCLC, and their use/application. Knowledge of copyright as it pertains to public libraries.

Advanced understanding of public libraries and library services as well as knowledge of modern trends and practices. Experience persuading or gaining cooperation and acceptance of ideas and/or the resolution and negotiation of conflicts. Adaptable to changing structures, policies, and procedures.

Provides exemplary customer service and embodies the values of the District. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people, including volunteers, vendors, coworkers of all ages, and people of diverse backgrounds. Has a desire to work in a public service role, builds and maintains working relationships with individuals at all levels of the library, and fosters positive vendor relationships.

Proficient with standard office applications (including Microsoft Office and Google Workspace), online library automation system, and online searching. Has a clear understanding of the role of technology in providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies and support staff adoption of technology. Has a desire to continuously learn and develop personal skills, experience, understanding, and knowledge.

### ***Experience***

2-4 years of professional work experience in a library setting.

2-4 years of experience in library cataloging or acquisitions.

2-4 years of experience with automated library systems and library classification systems.

### ***Education***

Master of Library Science (MLS) or Master of Library and Information Science (MLIS) from an American Library Association (ALA) accredited institution, enrolled or completed; or equivalent combination of education and experience in a related field.

### ***Training, Licenses, or Certifications***

Valid driver's license in good standing or the ability to obtain one.

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## ***Preferred Qualifications***

### ***Supervisory Responsibility***

1-2 years of supervisory experience.

### ***Bilingual***

Preferably Spanish-English or Russian-English.

## **Working Conditions**

### ***Physical Requirements***

This position requires the employee to routinely sit, stand, walk, crouch or squat, and perform manual dexterity movements; constantly see, hear, listen, and speak clearly; seldom kneel, crawl, balance, twist/turn, and climb. This position also requires the employee to reach at, above, and below shoulder height; lift, carry, and grasp objects weighing 5-50 pounds and push/pull objects weighing up to 50 pounds.

### ***Mental Requirements***

This position requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic and complex math. Requires independence in decision-making and a comfort level with autonomy.

### ***Technology, Equipment, and Devices***

This position requires the employee to regularly operate and exhibit proficiency with computers and commonly used office software, library systems and databases, email, and cloud environments.

The job requires the employee to operate and occasionally troubleshoot general office equipment as well as various equipment including new consumer technology and an automatic material handling station (sorter).

This position may require operation of a vehicle on behalf of the District.

### ***Work Environment***

This position requires the employee to be subjected to repetition, working alone, working remotely, working around others including community partners and volunteers, verbal and face-to-face contact; inside environments; mechanical equipment and moving objects.

### ***Expected Hours and Location of Work***

This position requires the employee to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule and work location are subject to change at the discretion of management to support operational needs.

This position works a full-time schedule of 40 hours per week; may occasionally work over 40 hours based on business need.

### ***Expected Travel***

This position requires occasional travel between Meridian Library District locations and community events within the Lynx Library Consortium boundaries; limited travel for training and conferences.

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**Disclaimers:** The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

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