

## Head of Digital Innovation and Technology Services

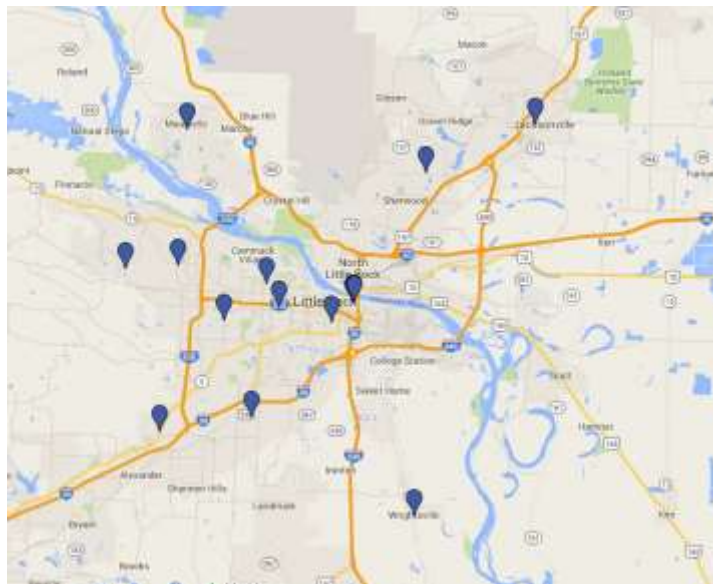
Are you a technology leader ready to blaze trails and lead a top library system into the future?

The Central Arkansas Library System (CALS) has created the new position of Head of Digital Innovation and Technology Services.

Are you an excellent communicator? Do you understand libraries? Do you love the excitement of bringing new technology solutions to life? Are you knowledgeable about the power, potentials—and the pitfalls—of the integrated library system (ILS)? Do you enjoy working with exceptional libraries to serve communities? Then this position is for you!

We are looking for a dynamic leader who understands library technology, has a heart for service, a vision for collaboration, and who approaches each day with a sense of fun and possibilities.

For the full job description, please see below.



## About Central Arkansas Library System

### Introduction

The Central Arkansas Library System, with its headquarters at the Little Rock Main Library, serves a local population of 402,947 and is the largest public Arkansas library system. Its fourteen libraries are located in the City of Little Rock (Main Little Rock Library and eight branches), Pulaski County (Wrightsville, Jacksonville, Sherwood, and Maumelle, AR), and Perry County (Perryville, AR). Notable facilities

include the Hillary Rodham Clinton Children's Library & Learning Center, the Butler Center for Arkansas Studies, the Cox Creative Center, the Main Library, and the Ron Robinson Theater. The Central Arkansas Library System serves an additional state-wide population of nearly one million users through the Gateway Project. The system contains over 1,000,000 items and is the largest research collection in central Arkansas. In 2014, there were over 2 million visits to Central Arkansas Library System branches, and users checked out over 2.7 million items.

## **Our Mission**

To acquire, organize, and administer collections of books and related materials and to provide access and services that best meet the needs of our patrons for information and enjoyment.

## **Our Vision**

We shall be a primary public source of information in the central Arkansas area and shall provide access to that information to all who want it. Our circulation will continue to rise as our holdings grow and as we refine and keep current our collections. We shall be a leader in increasing the research resources necessary to assist in the community's economic and social development, and shall ourselves stay abreast of developments in information technology useful to our patrons and the community. Our public programming on regional history and culture will draw broad participation. The library will be recognized by people in our service area as a lively, accessible, expert, user-friendly source of information.

## **Our Core Values**

- We believe free public libraries are essential in a democratic society.
- We respect the dignity of our patrons and the diversity of their needs.
- We nurture the basic human attribute of curiosity and support the pursuit of adventure, discovery, knowledge, wisdom, and understanding.
- We defend vigorously the principles of intellectual and artistic freedom.
- We invest in our staff to enhance their abilities and encourage their enthusiasm to better serve the public.



## **Our Strategic Goals**

- To preserve the heritage and history of the communities we serve, and to provide information on the governance, economic activity, and cultural opportunities of those communities.
- To stay abreast of the best of information technology and to make it available to our patrons and their communities.
- To add to and refine the library's holdings, facilities, and operational capacity in pursuit of our mission.
- To collaborate with other institutions in the interest of building strong communitywide information resources.

## Professional Opportunities

CALS is a place where professionals thrive and flourish—with boundless opportunities to lead positive change in libraries with a group of like-minded leaders and team players who together are defining what modern libraries are capable of delivering.

“I work with my fellow administrators, branch managers, and our front line staff to make sure that the experiences our patrons have when they visit our libraries are consistently positive. I’m in a position where I can be a change-maker. From my vantage point I am able to recognize our challenges and our strengths and I can address those challenges and grow those strengths. I’ve had tremendous opportunity for advancement within the system, which is awesome—anytime I feel like I’m close to mastering a position or thinking about trying something new, those opportunities have come up within the system whether naturally or when I ask for more responsibility. In the 6 years since I arrived here, our library experienced a tremendous amount of growth—in users, services, and locations—and at this point we are refocusing to ensure that the services we currently offer are relevant, advanced, and unique in order to be what our Central Arkansas community needs.”

*-Haley Lagasse, Assistant Director for Public Services*



“Regardless of where a person is starting from, I want that person to leave my department feeling satisfied that they found the info they needed. We work very hard to offer services and policies such that whoever you are (computer novice or a programmer, beginning researcher or a college professor) you are going to have a positive time.

It is a very positive environment and there’s a lot of job satisfaction across the board that I haven’t seen anywhere else. Little Rock is also just a neat place to be with a lot going on—you can see the impact this system has on the community. We have a renovation coming up, and it will make a huge difference on my department and how we move forward—a change in the physical space and in processes we’ve had for years. I’m looking forward making us a more-cohesive entity moving forward—a new era in the Information Services department!”

*-Katie Jones, Head of Information Services*

“I think my job is two-fold: it is to help the various departments, projects, and offices of the system communicate to the outside world using digital technology in the best way possible for them. On the flip side, it is to make it easier for our patrons using digital technology to find out about us to do that in the most efficient and productive way for them. I have a tremendous amount of freedom in what I do, which enables me to try new things. It’s rewarding to see that my work is out there and helpful in a way that the library might not be able to do in the free market.

Currently, my big project is to bring everything under one umbrella so that the organization we actually are (a library, a theater, a history center, and a book store) can be reflected in one sort of universe of websites that all function together. I’m excited both for the challenge for myself, and to get the library’s front-facing website to reflect exactly who we are instead of just touching on that in different ways.”

*-Scott Kirkhuff, Webmaster*



## About the Area

### Arts and Cultural Attractions

**Arkansas Arts Center**, located in historic MacArthur Park, contains an international collection of art and special exhibitions; live theatre performances for family audiences; lectures, films, poetry slams and family festivals; Museum Shop features works by notable artisans; lunch at Best Impressions Restaurant. Houses an nationally acclaimed collection of works on paper. Home of the nationally syndicated "Tales From the South" radio show the first Tuesday of each month.



**The Arkansas Symphony Orchestra** makes its home in Little Rock. The symphony features well-known Classical and Pops artists. Its season runs from September through May with the special "Pops on the River," 4th of July concert held at Riverfront Park. Performances are held at Robinson Center Music Hall.



**The River Market** stands as an unofficial cultural center in Little Rock—on any given day you'll find a wealth of cuisine from every part of the globe, skilled Arkansas artists practicing their crafts and even Arkansas live music - be it a one-man band in the River Market pavilion, local Arkansas artists in a battle of the bands or a national act at the amphitheater.

**The William J. Clinton Presidential Center**, located in the heart of Little Rock's River Market District, houses the largest presidential archive and 20,000 square feet of exhibit space. The Clinton library and museum provides an exciting and educational experience for visitors of all ages.



## POSITION DESCRIPTION: Head of Digital Innovation and Technology Services

Salary negotiable from \$75,000, commensurate with experience.

Benefits include: 10 paid holidays/year, paid time off, medical/dental/vision plan, disability and life coverage, pension, deferred compensation/457 plans with employer matching, and more.

Job Title: Head of Digital Innovation and Technology Services (Technology Leader)

Department: Information Technology

Reports To: Carol Coffey, Assistant Director of Library Resources

FLSA Status: Exempt

### SUMMARY

Under the immediate supervision of the Assistant Director for Library Resources , the Technology Leader is responsible for leading the library's overall technology efforts, including management of the Information Technology Department and Web Development staff.

The Technology Leader position is key to advising, influencing, planning, managing and implementing the library's technology efforts and ensuring successful outcomes aligned with the library's vision, mission and strategic objectives.

The overriding purpose of every job at CALS is to help library visitors have a positive experience each time they visit a CALS library. The most important task of every employee's job is to provide proactive customer service to library patrons, regardless of the patron's age, ethnicity, gender, or economic status. The Technology Leader's role is to provide the technology vision, leadership, infrastructure, tools and services to support the library's customer service principles.

This position is considered part of the middle management structure of the library system. As such, activities related to professional growth, improvement of management skills, and participation in or contributing to the activities of local, state, or national library associations (or related organizations as appropriate) are encouraged and, to some degree, expected by the CALS Administration.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide strategic direction for developing the Library's digital and technology initiatives, including, but not limited to, coordinating and prioritizing system-wide efforts, approving grant proposals and maintaining an overview of all technological/digital initiatives.
- Provide direction and expertise in digital library applications, including web development, emerging technologies and initiatives to help the Library innovate through technology, ensuring that virtual services are effectively and appropriately integrated with onsite services.
- Support and make recommendations to the Assistant Director of Library Resources and work with appropriate staff to implement initiatives and actions to ensure discoverability and



accessibility of all library resources through a variety of tools, such as the Library's website, OPAC (online public access catalog), and other emerging mechanisms.

- Direct the work of the Manager of Information Technology, IT Department staff and Web Development staff to ensure the availability of all infrastructure elements, hardware devices, software, and assistive technologies necessary to support creating, storing, managing, and accessing digital content.
- Oversee all information technology for the library system including but not limited to the Integrated Library System, network telecommunications, voice systems, web site/online borrowing interface, IT system security, staff intranet, data management, management dashboards and systems, business automation systems, device lending, public PCs/accompanying reservation system, printing and imaging systems, audio-visual equipment, provision of free Wi-Fi, location-based analytics and services, Mobile Applications support/development, security camera support, cloud computing, and disaster recovery.
- Plan, prepare, coordinate and manage the library's technology budgets; track and monitor expenditures to assure financial accountability.
- Possess and express extensive knowledge of current and emerging technology and its potential use in libraries.
- Recognize and set priorities; propose, embrace and drive change initiatives; and use collaborative and inclusive leadership skills.
- Monitor technology security needs, implementing necessary security measures, and reporting security status to library administration.
- Review and revise technology-related policies.
- Establish and maintain cooperative, effective working relationships with fellow employees, member library staff, public constituents and partner organizations.
- Maintain communication with Administration and system departments regarding technology issues and functions.
- Prepare statistical reports and monthly reports for Administration, including reporting trends or changes within technology service areas.
- Participate in both short-term and long-range planning (including but not limited to services, space requirements, technology needs, and equipment).
- Establish and Maintain positive vendor relationships and negotiate effectively and ethically on behalf of the Library and Taxpayers in the Library's service area.
- Demonstrate considerable ability to work with people of all ages in a friendly, approachable, and tactful manner.
- Possess strong written and verbal communication skills.
- Possess strong project management skills.
- Interview, hire, train, supervise, evaluate, discipline, and terminate employees as necessary.
- Communicate regularly with supervisor.
- Maintain knowledge of and enforce CALS policies and procedures.
- Communicate memoranda and other changes in policy or procedure to staff.
- Serve actively on technology committees.
- Read library technology literature, attending workshops/conferences/continuing education activities to keep informed of new ideas and developments in library services.
- Maintain contacts with public and private agencies, as appropriate, to facilitate the exchange of useful information to the branch or CALS.

## SUPERVISORY RESPONSIBILITIES

As a member of library administration, supervises department heads and carries out supervisory responsibilities in accordance with CALS policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; evaluating work performance; rewarding and disciplining employees; addressing complaints and resolving problems of both public and staff.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## EDUCATION and/or EXPERIENCE

A bachelor's degree, or current and substantial work toward one, and prior supervisory experience in a technology capacity is required for this position.

Course work or certification in IT and/or library automation highly desirable.

Master's degree (M.A.) in Library Science or equivalent is preferred; or four to ten years related experience and/or training; or equivalent combination of education and experience.

## LANGUAGE SKILLS

Ability to read, analyze and interpret general periodicals; professional journals, procedures, or general governmental regulations. Ability to write reports, business correspondence, and procedures. Ability to effectively and professionally present information and respond to questions from employees and patrons.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, reach with hands and arms, talk and hear. The employee frequently is required to walk. The employee must occasionally lift up to 25 pounds and be able to move up to 250 pounds as represented by a fully loaded cart. Specific vision abilities required by this job include close vision and the ability to read computer screens. Employee must be able to use a computer keyboard.

Primarily sedentary work, but also requires standing, walking crouching or kneeling, reaching, pushing, grasping, lifting, hearing and talking.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

## How to Apply

First consideration will be given to applications received by April 10, 2016. The position will remain open until filled.

If you are interested in this position, please submit (via email) a resume, cover letter, and contact information for a minimum of three references to:

Carson Block  
[librarylandtech@gmail.com](mailto:librarylandtech@gmail.com)

Please use the subject line: CALS Tech Leader Application

If you have any difficulties with email, or if you do not receive an acknowledgement of your application via an email response within 24 hours of submitting, please contact Carson via the form at <http://www.carsonblock.com/contact/>