

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

Job Title	Digital Services Manager		
Reports to	Operations Director	Supervises	Librarian
FLSA/WMWA Status	Not eligible for overtime	Remote Work Status	Eligible for remote work
Revision Date	February 2025	Compensation Band	MP5
Working Hours	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
Required	Background & driver license check		

Job Overview
<p>Operating autonomously in a complex environment, this position leads the planning, development, implementation, and assessment of District's web presence through strategy, services and customer platforms/interfaces that respond to community and staff needs and align with the District's mission, vision, strategic plan, and core values.</p> <p><i>The District's Web Presence is defined as the services and resources offered, integrated and/or accessed principally through the District's website.</i></p>

Qualifications	
The ideal candidate will be able to build relationships at all levels, have a Master of Library & Information Science degree or a degree in a related field, five years professional-level library experience, two years’ experience in library program and service planning and experience in the execution of digital services and/or digital user experience, as well as 3 years supervisor experience.	
The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Organize, implement, evaluate, and modify library service programs
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Development of digital services and/or digital user experiences
	Fundamental principles and practices of library programs and resources
	Library services and resources
	Microsoft Office and other software applications
	Principles and practices of supervision, organizational development, and leadership management
	Principles of intellectual freedom and open access
	Project management with a focus on digital services and/or digital user experience
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

Job Duties

The duties listed are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Leads the assessment and improvement of the District's web presence with respect to online content organization, digitization, usability, accessibility, interconnectivity, search functionality, accuracy, and currency in adherence to the best technical and professional standards and plan for future enhancements by staying current with software and process trends.

Leads the Web Team to maintain and enhance the District's web presence, develop implementation strategies, and coordinates the workflow structures that allow web content to be added, changed, scheduled, or removed.

Collaborates and communicates with all departments to assess and implement District strategy directing public and internal digital service platforms.

Coordinates qualitative and quantitative user experience testing and evaluation of District websites, applications, and related platforms to assess usability and effectiveness, and to make recommendations to maximize the usefulness of these interfaces to meet the needs of target audiences.

Develops and maintains strategy for the District's current and future web presence, fostering accessibility, consistency, usability, and a positive customer experience across multiple interfaces and platforms; performs regular web presence inventories and audits.

Evaluates, monitors, recommends, and implements digital resources, learning tools, and other products and services. Assists in selecting vendors, negotiating pricing, and managing licensing and documentation.

Analyzes all facets of web presence to assist in long- and short-range planning; identifies trends in customer use of digital services; adjusts resources to meet changing community needs.

Participates in the planning, testing, deployment, and troubleshooting of web applications and platforms to best ensure a reliable and robust District web presence that enhances customer experience and an improved resource discovery.

Monitors web presence to ensure consistency with District standards.

Activates, troubleshoots, and maintains access for the District's digital resources and, when needed, follows up with vendor support, staff, and customers.

Prepares and maintains logs, reports and statistical data related to web presence to assist in maximizing data-driven decision making.

Works with the Communication department to promote the use of digital resources and services.

Serves as manager for assigned projects related to web presence and digital services.

Recommends digital services budget, monitors expenditures of digital resources and software support products. May apply for grants to fund District and/or local initiatives; monitors grant expenditures and submits required reports.

Acts as liaison to provide regular updates to and solicit feedback from staff and customers regarding proposed or ongoing digital services and activities that may impact service delivery.

Enforces the Code of Conduct.

Work to resolve internal and external customer issues effectively and with a customer-first mentality; refer to other departments or staff as necessary.

In addition, this position may:

- Respond to customer inquiries regarding library services and operations.
- Clean & disinfect work and public areas of the library.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

Supervisory Responsibilities

The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

Identify training needs and recommend/assign training to meet those needs.

Set priorities and expectations.

Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills.

Work Environment

Work is performed in an office or library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

Psychological Demands

Make decisions, supervise staff, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.