



BCPL Baltimore County Public Library

JOB OPPORTUNITY

Virtual Services and Media Creation Manager

Administrative Offices – Towson, Maryland

At BCPL, staff members have the opportunity to enrich individual lives and build strong communities by delivering exceptional customer experiences, establishing meaningful partnerships, developing innovative learning environments and creating gracious library spaces. We seek enthusiastic, open-minded, self-motivated individuals who can work well independently and with others. BCPL circulates over 11 million items and provides library services through its 19 branches, 4 mobile library vehicles, an extensive outreach network and a growing virtual online presence. If you are forward thinking and passionate about public service, consider joining BCPL as our Virtual Services and Media Creation Manager.

Key Responsibilities

- Leads efforts with BCPL administration in developing and executing technology as a critical tool in strategic planning initiatives that address current or emerging service needs.
- Is passionate and diligent about exploring and developing new and innovative library services and tools in response to marketplace trends and emerging technologies.
- Researches and recommends emerging technology opportunities for BCPL that focus on the future of library services in Baltimore County.
- Serves as the liaison to Baltimore County Government's Office of Information Technology (OIT) in the coordination and implementation of new technology initiatives and existing technology upgrades.
- Develops and recommends a written annual technology plan that incorporates effective technology responses to meet the service needs of the system.
- Prepares and is accountable for an annual departmental budget and requests and justifies needs to Baltimore County Government's Office of Information Technology.
- Oversees the daily operations of the Virtual Services and Media Creation teams.
- Organizes and implements user focused research to better understand the needs of remote customers specifically, and the technology needs of all customers and staff, in general.
- Serves as the system-wide advocate for the importance of user-centered design in developing and enhancing online library services.
- Collaborates with subject matter experts to develop online content, design online interfaces, and ensure that the presentation of technology and online services is aligned with branding expectations.
- Leverages analytics, data and trend tracking to identify and develop online services that enhance BCPL's customer experience.
- Collaborates with the Marketing and Development staff to identify stories that enhance our brand and technology profile.
- Creates and sustains a successful SharePoint platform and environment at BCPL.
- Oversees the development and maintenance of video and digital assets, including managing and transitioning technology, media, and digital content projects.

- Aligns people, processes and technology to meet public needs while creating processes that facilitate the implementation of those solutions.
- Recruits, orients, inspires, and supervises a diverse and talented staff and cultivates a work environment that is driven by results, innovation and learning.
- Works with the Training Cross Functional Team and the Human Resources Department to ensure the staff's technology skills are more than adequate.
- Actively supports the mission, vision, values, and strategic direction of BCPL.

Requirements:

- Master's degree in library science, information technology, or an associated field with 5 years of related experience and at least 3 years of supervisory experience.
- Experience using web design and development tools and creating and managing digital content and multimedia technologies.
- Broad knowledge of network operating systems, hardware, software, digital content, and evolving technologies such as virtual reality, augmented reality and library apps.
- Ability to effectively lead teams and manage projects.
- Ability to establish and maintain effective relationships with customers, stakeholders, and co-workers and demonstrate excellent written and verbal communication skills.
- Ability to exercise good judgment and seek creative and appropriate solutions to varied operational and strategic issues.
- Must pass post offer physical screening and background check.

We offer an excellent benefit package that includes four weeks of vacation, sick and personal leave, a variety of subsidized health care plans, pension eligibility, and other related benefits. Salary: \$77,502 - \$103,815 commensurate with experience.

To apply:

Send an email to humres@bcpl.net with two attachments: a completed BCPL employment application and your cover letter and resume as one PDF document. Clearly indicate the title: **Virtual Services and Media Creation Manager** in the subject line of your email.

Documents must be received by: **March 30, 2017.**

Vacancy #: **2017-058**