CITY OF GLOUCESTER
Job Description

Title: Digital Services Librarian and Library IT Business Analyst

Supervisor: Assistant Library Director

Grade: M

Civil Service: Exempt

Union: AFSCME B

Supervision Exercised:
Provides supervision to Library public technology assistants, library assistants, library department supervisors, pages and volunteers.

Responsibilities:
Works under the general supervision of the Assistant Library Director. Designs, plans, implements and evaluates digital services and experiences that support public digital resource access and digital learning. Responsible for the delivery of library services for adults and teens including readers’ advisory, research, collection management, programs and marketing.

Manages technology spaces, tools and equipment in support of staff and public use. This includes resolving end-user requests, maintaining assigned areas of the Library IT environment by analyzing requirements, resolving problems, configuring hardware and software solutions, and providing training.

Duties:

- Participates in the planning, design and implementation of spaces, technological infrastructure and digital experiences that support public digital content consumption and creation.
- Instructs and advises the public in the use of consumer and library applications and resources in order to assist them in finding, using and creating digital information.
- Develops, plans, implements and promotes instructional programs on current interests and trends, as well as anticipating the future interests of the community, for the public and staff.
- Cultivates partnerships with community agencies based on needs and aspirations identified in the library’s strategic and action plans.
- Performs technical administration of library IT systems that may include, but are not limited to setting up staff email accounts, resetting passwords, unlocking accounts and troubleshooting public and staff computer issues. Serves as primary technical contact for library, monitoring internal wired and wireless networks for proper connectivity and...
escalating unresolved issues and unusual, alarming and recurring problems to vendors, technical specialists and the City of Gloucester IT Department, as required

- Manages technology inventory, determining priorities and replacement schedules; evaluates and recommends new hardware and applications to meet Library goals and user needs; ensures appropriate licenses are in place and conform to requirements.
- Installs, configures and maintains software on a variety of consumer devices and platforms. Develops service models for public use of digital devices.
- Creates content for websites and social media, including guides to authoritative information on common topics. Coordinates with web developer on website functionality and CMS migrations.
- Delivers information and readers’ advisory services in person, by phone and email.
- Curates and maintains collections in all formats, including selection and deaccessioning, within budgetary limits
- Prepares monthly statistical and narrative reports.
- Continues to acquire professional knowledge and learn of current developments on public library and technology issues, trends, and best practices.
- Performs special projects and tasks as assigned by the Assistant Library Director.

Qualifications:

- Masters in Library and Information Science from an American Library Association accredited library school required.
- College level credits in information technology, systems administration, digital content creation, and user experience or equivalent combination of training and experience.
- Demonstrated proficiency with maintaining, configuring and troubleshooting computer hardware (e.g. peripherals, printers, monitors, webcams, digital cameras and audio recording equipment), operating systems (Windows, Android and Apple iOs), popular productivity and digital content creation software (e.g. Microsoft Office, Adobe Suite, Audacity, Camtasia), Integrated Library System applications (Envisionware), web-based programs (e.g. Google Admin and Apps, Zoom, social media interfaces) and A/V systems; ability to learn new applications is essential. Proficiency with maintaining and configuring consumer digital devices such as e-readers, tablets and mobile applications.
- Demonstrated proficiency in working with web content and functionality in a Wordpress environment. Ability to update content, run analytics, and perform routine maintenance. Ability to read, manipulate and write basic computer programming markup, codes and scripts (HTML).
- Demonstrated knowledge of web accessibility standards and digital device accessibility configurations (e.g. text-to-speech, closed-captioning, assistive technology peripherals) and commitment to accessibility of library technology
- Demonstrated experience in assisting people to access and effectively use library computers, digital devices and related equipment.
- Demonstrated knowledge of the practices and procedures of delivering effective, interactive instruction one-on-one and in groups both virtually and in person.
- Ability to assist the public in using a wide variety of print and online resources in the library, at other libraries, and on the Internet.
- Demonstrated reference and readers’ advisory skills
• Demonstrated knowledge of collection management policies, principles, practices and methods
• Experience in outreach to the local community and developing partnerships
• Experience in planning, delivering and promoting programs
• Demonstrated knowledge of the methods, practices, principles and procedures of professional public library work
• Superior verbal and written communication skills.
• Ability to establish and maintain positive working relationships with the public, staff, external agencies, and to work as a member of a team
• Demonstrated commitment to delivering consistent, high quality customer service
• Ability to self-direct and initiate.

Environment/Physical Requirements:
• Ability to work on a computer keyboard
• Frequently required to sit, talk, hear, walk, and manipulate objects, tools or controls.
• Ability to stand for substantial lengths of time and to bend or Stoop
• Ability to frequently lift and move equipment and materials up to 15 pounds. Intermittently lift and move equipment and materials up to 50 pounds.

Preferred Qualifications:
• One year of related employment.
• Experience with on-premise server environment, firewalls, VLAN configuration and basic networking protocols
• Experience with Centurion SmartShield (or equivalent state-freeze software)
• Proficient in a second language
• Willingness to experiment.