



POSITION DESCRIPTION

APPLICATIONS LIBRARIAN Position Type: Temporary Maternity Leave Replacement

Overview

This position reports to the CEO of The Alberta Library (TAL) and is a member of the team that provides end-to-end support for the applications and services provided to post-secondary, public and special libraries and library systems TAL serves. The role of this position will be to ensure ongoing maintenance and support and assist with the implementation and development of library applications to provide quality services to our constituents. Primary duties include development, maintenance, and support of those applications that serve the library community, such as the Proxy service and the OpenURL link resolver service. As an ITS team member, this position shares the responsibilities to provide advice and training to the constituents and to implement and provide on-going support to new applications that are acquired or/and developed to deliver and expand library services to the member community. In addition, this position will assist other team members with the development of digitization and object repository initiatives as necessary.

Primary Responsibilities

The applications and supporting roles and responsibilities of this position will change as required, however the core set of duties will be the development and support of library applications used by TAL's member libraries. These applications include:

Administration of OpenURL Link Resolver (Currently an SFX implementation):

- Administrating the application interface, knowledge base and menu configuration;
- Troubleshooting problems reported by member sites, including consultation with software vendor;
- Working with member libraries to integrate with other services provided at member sites;
- Working with the ITS team to develop programs and scripts for enhancements or integration with other TAL services;
- Providing routine server administration including archiving statistics, clearing tables/directories, copying files between production and test environments;

- Assisting member sites with updating the knowledge base with local holdings, including print resources, accessing statistical reports; determining requirements for custom reports for TAL use;
- Liaising with member libraries regarding update notifications, problem resolution, licensing issues, assistance with local setups and training for member sites;
- Communicating with TAL licensing staff to provide proactive maintenance to the knowledge base;
- Communicating with the application vendor regarding troubleshooting and license administration, including renewals and negotiation;
- Developing system documentation;
- Delivering reports/presentations to membership on the application as required;
- Other issues and projects related to the application.

Administration of Remote Patron Access Proxy Service (currently an EZProxy implementation)

- Administrating the application configurations in a UNIX environment to enable remote patron access for member sites, including configurations of databases, patron data access and authentication, and other related maintenance to ensure its proper functionality;
- Working with member libraries to customize the interface and integrate with other services provided at member sites;
- Troubleshooting problems reported by member sites;
- Working with the ITS team to develop programs and scripts for enhancements or integration with other TAL services;
- Providing support to local IT departments regarding the application setup, problem troubleshooting, and ongoing maintenance;
- Liaising with member libraries regarding configuration updates, problem resolution, licensing issues, assistance with local setups and training for member sites;
- Communicating with TAL licensing staff to provide proactive support to the application;
- Developing system documentation;
- Delivering reports/presentations to membership on the application as required;
- Other issues and projects related to the application.

Others

- This position will act as a resource to the entire team and may be required to: assist with the design and development of custom applications to deliver services to member library staff across the province; and provide expert advice and assistance to internal and external staff, providing support to other projects/applications when necessary.

- Other duties may be assigned as required.

Reporting Structure, Working Relationships and External Contacts

The position reports to the CEO of TAL. Internal contacts include the TAL Licensing Librarian, as well as application support staff in the ITS area.

External contacts include technical contacts, licensing staff, public services staff and IT department in member libraries, and the customer services and technical support staff of database vendors and the application vendor(s).

Authorities

Makes decisions about day to day operational tasks and priorities within the framework of existing procedures and policy. Priorities may be guided by senior staff. Recommends operational policies and procedures as needed, and participates in planning processes for SFX and EZProxy.

Qualifications

a) Education and Experience:

- Masters Degree in Library and Information Science from an accredited institution.
- Knowledge/experience with metadata and electronic resources.
- Experience and/or strong aptitude for library technology applications.

b) Skills and Aptitudes:

- General knowledge of UNIX/Linux operating system.
- HTML and an understanding of how web-based applications, interfaces and forms work. General understanding of databases and table structures. Experience with SQL and Oracle databases is an asset.
- Understanding of library electronic resources and concepts of library online searching.
- Good written and verbal communication skills. Experience with e-mail distribution lists and blogs is useful.
- Good organizational skills and attention to detail, experience working in a team environment. Strong service ethic and technical problem solving skills essential.
- Self-motivated learner.

Salary and Benefits

The annual salary range for this position is \$58,500 to \$72,000. Position is eligible for participation in the staff Group Benefits Plan, in accordance with the Employee Handbook.

Employee

Date

Chief Executive Officer

Date