



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE: Library Systems Specialist **LAST UPDATED:** 08/08/2014
DEPARTMENT: Library **JOB CLASS:**
REPORTS TO: Assistant Library Director - Operations **FLSA DESIGNATION:** Exempt

Summary: Under general supervision of the Assistant Library Director, acts as the liaison to and provides support, data analysis, and training for the Library for all systems and technology matters not directly supported by the city IT department. The position provides support, data analysis and training for the integrated library system (ILS), the self-check and staff RFID systems, the automated materials handling system, and others. The position supervises the periodic physical inventory of library materials.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Provides technical support and training on technology hardware and software as applicable to all library staff.
- Creates, customizes, and provides data analysis on library activities using API tools, basic scripting languages, and other vendor supplied reporting systems.
- Serves as a resource person to library staff on automation, technical, process improvement trends and developments affecting the library.
- Serves as the primary technical member of the library website team, responsible for creating advanced web content solutions.
- Develops and maintains two other library-related websites: Lone Star Storytelling Festival and Frisco Library Foundation.
- Acts as a team leader on cross-divisional teams including but not limited to the “Super User” advanced technical support group, the inventory team, the Library technology plan team, and the overdue materials recovery effort.
- Writes basic programming scripts using Javascript, PHP, Perl, or other tools as needed to automate repetitive functions for the various library systems.
- Oversees the periodic inventory processes for library collections.
- Produces weekly and monthly reports on library metrics and analyzes reports to provide information and guidance to management on trends and developments.
- Works closely with the manager and SuperUsers team to design and implement improved productivity tools for the library both in technology and Lean management techniques.
- Troubleshoots library-exclusive systems to include self-service checkout, check in, materials security systems, and automated materials sorter.
- Keeps current on library technology developments that may impact library operations such as Radio Frequency Identification (RFID), Standard Interface Protocol (SIP) and other library database interfaces, mobile device circulation applications, automated sorter technologies, and point of sale systems for libraries.
- Assists the Assistant –Library Director in the selection and purchase of library hardware, software, and computer-related supplies.

- Participates actively in technology user groups, listservs, and forums relevant to the position.
- Engages technical development and support from City IT department as required.

Other Important Duties:

- May travel to attend meetings, conferences and training.
- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

Required Knowledge and Skills:

- Knowledge of customer service and training methods and practices.
- Knowledge of City policies and procedures.
- Knowledge of hardware, software and peripheral equipment maintenance, repair, setup, modification and troubleshooting methods, practices and procedures.
- Knowledge of web design and related technologies such as Drupal, XML, HTML, web services.
- Fundamental programming experience in one or more languages such as PHP, Java, Perl, Ruby, using APIs.
- Proficient in the setup and installation of library systems and programs.
- Skill in implementing departmental procedures and objectives
- Skill in resolving customer complaints and concerns.
- Skill in effective oral and written communications.
- Skill in database entry, retrieval and research.
- Ability to in respond, troubleshoot, and resolve technical automated management information systems issues over the telephone, electronically or on site.
- Ability to troubleshoot problem solving using data extracted from library systems.
- Ability to quickly and accurately process multiple types of information and perform multiple tasks simultaneously.
- Ability to work independently with little supervision.

Preferred Education, Experience, and Certifications:

- Bachelor's Degree in computer information systems, computer science or related field **and** three (3) years of library experience that includes one year of programming in one or more of the following computer languages: Perl, Ruby, PHP, Javascript ; **or** equivalent combination of education and experience. At least one year experience in programming in one or more of the following computer languages:.
- Must pass pre-employment drug screen, MVR check, criminal background check and post-offer physical agility exam.
- Must possess valid State of Texas Drivers License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in office and on-site environments.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to standing or sitting for extended periods, bending, reaching, kneeling, crawling, lifting and carrying such as setting up, installing, modifying, repairing and troubleshooting automated management information systems, personal computer equipment and related peripherals, and setting up training rooms.
- May be subject to electrical currents and electrical shock.
- Must be able to lift up to 50 pounds.

Equipment and Tools Utilized:

Equipment utilized includes personal computer, computer management system, copier, calculator, fax machine, cash register, other standard office equipment and personal or department vehicles.

Approved By:

Signed by Gary Werchan, Asst Library Director
Gary Werchan, Assistant Library Director

08/11/2015
Date



Shannon K. Allyn, HR Generalist

05/10/2014
Date