

Saint Michael's College Job Description

Job Title: Associate Director for Systems and Web Development / Research and Instruction Librarian

Department: Library and Information Services

Supervisor or Manager: Director, Library and Information Services

Date Created: 08/03/2015

Last Revised: 03/14/2023

Our Mission: It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in light of the Catholic faith.

Major Objectives:

- Supports and oversees library systems and the digital infrastructure that forms the foundation for all library services, including the library management system, discovery system, and website
- Ensures optimal performance of the library's integrated, cloud-based management platform, as well as works closely with other members of the library staff on a range of technical and systems related tasks
- Manages and supports the Library's Discovery layer, link resolver, and single-sign-on authentication system
- Improves cross-platform integration of online resources and services. Maintains database packages, updates configurations and interfaces, and works with vendors to troubleshoot and resolve discovery and access issues
- Develops and maintains the library's website and instruction/reference statistics manager
- Provides research assistance to students, faculty, and staff. Teaches library instruction classes including first year seminar, new student orientation, and other academic areas as needed. Serves as liaison to faculty in selected departments

Essential Duties and Responsibilities:

- Acts as the lead administrator for library management system (FOLIO), ensuring that all internal systems and software including acquisitions, cataloging, and analytics are functioning optimally
- Analyzes library applications in terms of systems and programming requirements and provides leadership in solving problems associated with the ILS and discovery services
- Serves as the library's principal liaison to information technology staff for operational issues, developing new technologies and applications, maintaining good communication, and facilitating collaborative decision making and planning
- Manages and supports other critical library services including EZProxy configuration and maintenance, Springshare web services, Content DM, and CLIO (interlibrary loan management system)
- Generates reports from library systems and participates in analysis of data extracted, including providing reports as needed for ongoing collection maintenance projects and assessment needs
- Gathers statistics for ACRL, IPEDS, and other reports as needed
- Conducts regular usability testing of Library web services to improve user-centered functionality
- Serves as the library's principal liaison to systems and metadata providers and vendors. Coordinates with Information Technology Dept, library vendors, and content producers to effectively manage library content, e-resources, and services
- Collaborates with library staff to design, maintain, and develop the library website and applies principles of UX design. Creates original content for the website
- Participates in the long-range planning process for the library, including recommending changes or improvements and developing new types of services and operations.
- Investigates and troubleshoots problems received from library users regarding online access.

Diversity & Inclusion

- Demonstrates commitment to diversity in all of its forms, embracing differences with acceptance and respect

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CC: FCOE

- Participates in opportunities to develop cultural competencies
- Actively listens, seeks to understand, and respects those with backgrounds different from own
- Demonstrates confidence teaching in diverse settings and works effectively with a diverse clientele

Research and Instruction:

- Participates in reference desk services, assisting patrons with research strategies, database searches, selecting resources, documenting sources, utilizing technology, etc.
- Conducts research consultations with students
- Teaches research strategies and information literacy skills to students in classes, orientation sessions, and workshops
- Collaborates with faculty to develop instruction services and course integrated information literacy sessions for students in credit courses
- Develops content for "research by subject" webpages and course pages
- Helps students develop skills in incorporating information resources into classroom assignments through writing, presentations, etc.

Liaison:

- Participates in library liaison program providing outreach to assigned academic departments / programs
- Collaborates with faculty for collection development
- Selects and evaluates materials in various formats for the library's collections

Circulation and Front Desk:

- Serves as on-duty substitute for the Circulation Supervisor, opening and closing the library as needed

Professional:

- Participates in shaping library programs and services via weekly library meetings and college committees
- Collaborates with library staff to coordinate library programs and services, build strategic plans, and develop program assessments for library facilities and services.
- Attends relevant local, state, regional, and national conferences to improve skills, develop knowledge, and increase awareness of new developments and trends in the field

Major Contacts:

- Undergraduate and graduate students
- Faculty, full time and adjuncts
- Research and Instruction librarians
- Library Director
- Library staff and student employees (all positions)
- Information Technology staff
- External Service providers

Demonstrates Excellence:

- Effectively manages library systems, especially the library website and integrated library systems, with technological proficiency
- Engages with all college community members with inclusivity and sensitivity
- Communicates effectively with library staff, information technology staff, patrons, and external service providers
- Maintains a collaborative and creative approach to the integration of the library website and metadata systems into library operations
- Upholds metadata and technology standards and best practices
- Accurately and effectively communicates technical information to non-technical personnel and vice versa in order to teach and to solve problems

Education:

- Master's degree in library and information science (or currently enrolled) from an ALA-accredited program

Analytic Skills:

- The ability to use various analytical techniques to identify cause-and-effect relationships and then develop plans to change a situation is required

Language and Literacy Skills:

- Reads and interprets a wide range of information. May interpret documents to others
- Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences
- Regularly explains policies, listens to questions, responds, and problem solves
- Speaks to individuals and small groups effectively

Computer/Technology Skills:

- Proficient with Microsoft Office and Adobe products
- Proficient with internet and database research
- Proficient (or ability to become proficient) with: FOLIO library services platform, EZproxy, data visualization software, LibGuides, Zoho, and generating usage reports

Licenses, Certifications and Other Requirements:

- None required

Physical Demands:

Work is often performed in a typical office environment requiring:

- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Associate Director of Systems and Web Development, the employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.