

## JOB DESCRIPTION

Name	
Job Title	Digital Initiatives Librarian/Manager
Job Grade	JL 5
Department	Li Ka Shing Library
Reports To (Job Title)	Manager (Library Technology and Innovation)

### SUMMARY

*Summarize in one statement why this job exists and the contribution it makes to the overall business of the Company.*

The Digital Initiatives Librarian/Manager works collaboratively with others to identify, develop, deploy and manage new and existing technologies (hardware, software, virtual and cloud based) to support library services, teaching and learning.

This position provides professional management of the Library's information systems including day-to-day administration of the integrated library system (ILS), Discovery services and other related library IT services as well as the management of Library IT contracts and related service levels.

The position reports to the Manager (Library Technology and Innovation) and works closely with all Library teams, SMU's Integrated Information Technology Services (IITS) and various vendors, in the development of services to enhance efficiency of library services and user experience.

### SCOPE

*Indicate the financial statistics, staff, volume, controllable budget, etc for this job*

The primary responsibility of this position is administering and managing Library technology services including the integrated library system (ILS), RFID system, discovery platform, link resolver, web proxy server and other library IT services. This librarian will work with colleagues to integrate and upgrade library systems to improve user experience.

This position is also responsible for monitoring best practices and trends in emerging technologies and will proactively research, recommend and develop/adapt/implement technologically innovative services to match user needs.

The position holder will also work with the Manager (LTI) on IT infrastructure and planning, IT policies and procedures, as well as project management and resource prioritization.

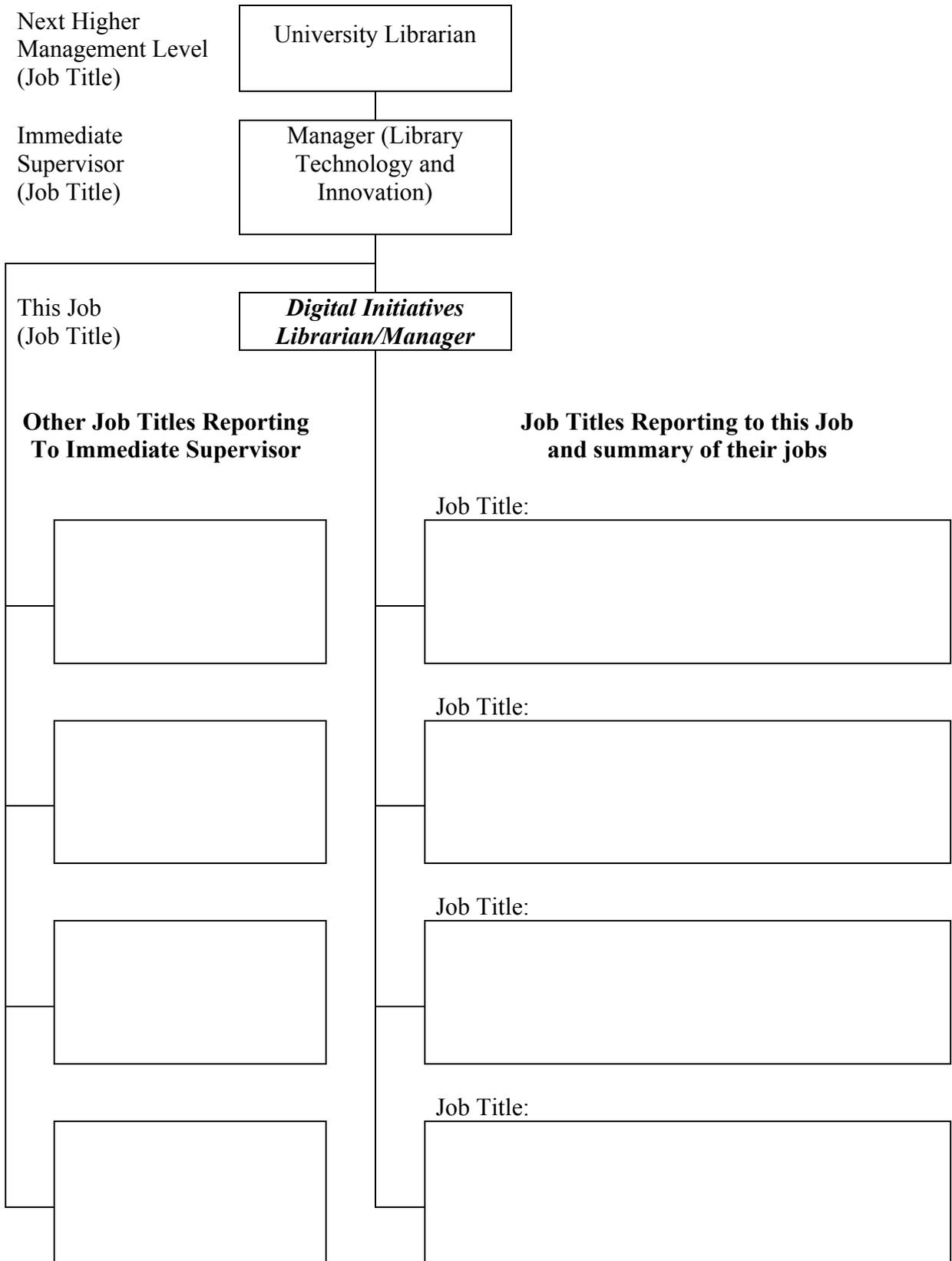
## **PRINCIPAL ACCOUNTABILITIES**

*Describe the principal accountabilities of this job.*

1. Management and administration of Library systems. This includes
  - Daily administration, upgrading, customization and maintenance of the integrated library system, RFID system, discovery platform, link resolver, proxy server and other library IT applications and related peripherals within the library.
2. Active engagement with emerging library technology trends. This includes
  - Monitoring best practices and trends in emerging library related technologies
  - Proactively researching and recommending technologically innovative services to match user needs.
3. Work with Manager (Library Technology and Innovation) and the University's Integrated Information Technology Services (IITS), to plan for the Library's digital infrastructure and initiatives.
4. Work with the various library teams/departments collaboratively on process improvement initiatives that can quantifiably improve work efficiency.
5. Participate in the co-ordination and support of statistical and managerial reports to support assessment of services and resources
6. Participate on internal and/or external committees to provide feedback on issues that impact Digital Library systems and applications.
7. Provide out-of-office hour support as and when required.
8. Any other duties assigned by immediate supervisor, University Librarian or other senior staff, as and when required.

**ORGANISATION CHART**

*Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.*



**CRITICAL SKILLS AND JOB COMPLEXITY**

**Knowledge and Skills**

*Describe the knowledge and skills necessary to perform this job.*

1. Masters in Library Science or equivalent, with a minimum of three year experience in supporting, managing and troubleshooting library systems and applications.
2. Understanding of emerging library technologies and how they serve users.
3. Strong problem-solving skills and ability to determine effectively the root cause of issues and implement the appropriate solution.
4. Experience in Java web application, web services development, and HTML/XML/XSLT, CSS, PHP, MySQL and JavaScript required.
5. Experience with Unix-Linux and Windows operating systems, preferred.
6. Ability to work independently and within a project team.
7. Strong analytical and problem-solving skills.
8. Good communication and inter-personal skills, including ability to liaise with vendors and users.
9. Ability to work independently and collaboratively with a diverse population of faculty/staff, students and colleagues

**Contact**

*Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.*

(a) Internal contacts:

SMU staff, faculty and students to gain SMU community's feedbacks on the Library systems and participate in collaborative developmental efforts of innovative services.

Library internal staff to provide the necessary training and first line support on Library systems.

(b) External contacts:

To coordinate and liaise with external vendors and partners on the various Library systems.

**Decision Making**

*Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.*

**Decisions made on his own:**

Daily administration and operations of Library systems

**Those which supervisors must be consulted:**

Any requests that would have an impact on policy and require changes on Library IT systems configuration to support the policy change.

**Those referred to higher authority:**

Any requests that involves cost;

Decisions involving Library and IITS and other relevant SMU Dept;

Enhancement of Systems and/or applications.

**Problem Solving**

Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.

Understanding the functionalities of Library systems and applications

Project Management and resource utilizations skills necessary for the development of the Library's IT infrastructure.

Ability to serve as the first-level support for library IT services.

Job Title: Digital Initiatives Librarian

**GENERAL**

Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.

As the job evolves, it requires programming, R & D and project management skills.

Signature of Job Holder		Date	
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**For Official Use:**

Approved by HR	
Date	
Approved by HOD	
Date	