

JOB DESCRIPTION

SYSTEMS & TECHNOLOGY COORDINATOR

POSITION SYNOPSIS AND PURPOSE

This position is responsible for managing the library's online presence as guided by the strategic plan, including recommending, implementing and managing electronic resources and the library's automated systems; maintaining the library's website; providing library staff and patrons with digital literacy skills training, and resolving technical issues across the library system, in collaboration with County IT.

MAJOR RESPONSIBILITIES

Description	Approx. Time Spent (%)
<p>Electronic Resource Management</p> <ul style="list-style-type: none"> • Responsible for liaising with the County IT, Ontario Library Consortium Coordinator, and vendors to manage and troubleshoot electronic resources. • Collects relevant data and defines criteria for upgrading or purchasing new equipment and services, evaluates and understands budget implications for these decisions; including running an RFP process when necessary. • Requests pricing from vendors for equipment, subscription services, databases and other electronic resources and makes budget recommendations based on these prices factoring total cost of acquisition. • Evaluates opportunities and requirements for expanded or new technology-based services, and ensures they align with the library's ongoing operations, strategic plan, and patron needs. • Establishes sources and contacts, both inside and outside the library sphere, to keep abreast of emerging technologies and how they impact library technology planning. • Anticipates and predicts changes trends and influences to effectively allocate resources and implement appropriate library technology initiatives. • Understands the processes for and implications of applying for grants from government, foundations, and organizations to fund costs associated with introducing new technology. • Understands, articulates and applies library policies and procedures on privacy, intellectual freedom and filtering as they related to technology access and use. • Understands and articulates issues related to access to social networking sites and programs. • Explains the rationale underlying library technology policies and procedures and communicates effectively in nontechnical language. • Continuously evaluates the needs for new or revised policies and procedures with respect to changing technologies. 	<p>20%</p>

<ul style="list-style-type: none"> • Maintains a technology inventory to establish what resources we have and what we need, including databases and digital resources, and track their movement across the library system. • Articulates and demonstrates technical concepts and procedures including new databases, platforms, digital resources, or software to all levels of staff. • Plans and creates a learning plan for staff to support a new launch or important technological changes and collaborates with the Communications Coordinator to refine messaging. • Provides technical support for online meetings as required, including but not limited to Library Board meetings, or Friend of the Library events, including audiovisual set-up. • Prepares and monitors assigned budgets. Provides forecasts for telecommunications, hardware and software costs. 	
<p>Web Design and Development</p> <ul style="list-style-type: none"> • Responsible for designing and maintaining website for the library to provide virtual 24/7 access to a portion of library services, designing according to the principles of usability and accessibility. • Evaluates the suite of products required for the implementation of the website (hosting, software, OPAC, discovery layers, etc.) analysing total cost for delivery and makes product and budget recommendations based on this information. • Demonstrates proficiency with content management and website management systems, website design software, HTML and CSS, scripting languages, metadata in website organization and discovery, and WCAG to satisfy AODA requirements. • Understands the architecture, protocols, and terminology of the internet, cross platform and device compatibility, dynamic web design, and search engine optimization. • Investigates emerging technologies for their potential to enhance the delivery of information and services through the website, and makes appropriate budget recommendations. • Implements and manages the library's presence on the web including the use of social networking sites, widgets, and other tools. 	25%
<p>Other Library Systems</p> <ul style="list-style-type: none"> • Acts as HCPL's internal point person for records management and document accessibility. • Coordinates the collection and presentation of library statistics, including for the Typical Week survey. • Creates policies and procedures in collaboration with the Collections + Circulation Coordinator, Public Services Manager/Deputy CEO and CEO/Chief Librarian. Implements patron profile management strategies. • Understands and can advise on ILS configuration and technically executes items related to a variety of library systems, including automatic messaging to patrons, and problem-solving rules and flags for auto renewals, expired patron accounts, duplicate cards, etc. • Helps the Admin team by advising and troubleshooting the logic and logistics of any and all library systems. 	25%

<ul style="list-style-type: none"> • Participates in the development of a technology plan which includes provisions for the replacement of software and hardware. • Acts as the Library’s representative on the Digital Transformation Working Group 	
<p>Public Service</p> <ul style="list-style-type: none"> • Coordinates tech-related equipment loans to the public. • Works with branch staff to coordinate, develop and deliver digital literacy support appointments and technology-focused programming. • Performs reference searches, reviews patron requests, makes interlibrary loan requests, performs readers’ advisory functions, and assists patrons in accessing library materials. • Responds to and resolves difficult and sensitive patron inquiries and complaints with the assistance of the CEO or Deputy CEO. • Undertakes circulation duties including: checking in and out materials, registering new patrons, processing fines, and placing holds. • Assists patrons with technology needs including: assistance with laptops, e-readers, and or other devices. Assists with basic introduction to software including email and social media. • Maintains confidentiality in all matters relating to staff and patrons. <p>Other duties, as assigned.</p>	30%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

DECISION MAKING AND INDEPENDENCE

a) List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them:

1. Problem-solving technical issues – provides troubleshooting support, liaises with County IT and external bodies to report problems and develop solutions that are in line with existing policies and procedures.
2. Website development – develops and maintains the library’s website, in conjunction with County IT and external service providers to ensure content is accessible, inclusive, and engaging. Utilizes the library’s website to market the library’s services and drive engagement and community partnerships.
3. Patron needs and technical service requirements - expectation management, anticipating service disruptions, balancing patron satisfaction with organizational constraints (budget, structure, policies, resources), implementing new services, examining services for gaps, assessing community needs, understanding the challenges faced by the community, assessing accessibility (AODA compliance) and usability of ILS and website.

b) List up to 3 examples of situation or problems that are referred to the supervisor for direction or resolution:

1. Major system errors or breaches which necessitate the support of external service providers.
2. Budgetary considerations including large expenditures, etc.
3. Decisions requiring approval of the library board.

REQUIRED TRAINING

- Orientation which includes (all employees):
 - All Corporate Policies/Procedures
 - WHMIS GHS Training
 - Respect in the Workplace
 - MOL Worker H & S Training
 - AODA
- Additional training includes:
 - MOL Supervisor H&S Training

MINIMUM QUALIFICATIONS

a) Education

- Master of Library and Information Studies preferred. Library Technician diploma and/or completion of a related post-secondary program will be considered.

b) Experience

- Three years related experience working in a public library setting.

c) Knowledge/Skill/Ability

- Consider prior working knowledge required in specific areas of work, knowledge of legislation, protocols; demonstrated abilities/capabilities (e.g., project management, negotiation, financial management, interpersonal skills, computer literacy, use of equipment, confidentiality)
- Relevant federal and provincial legislation including but not limited to Accessibility For Ontarians With Disabilities Act (AODA), Copyright Act, Municipal Act, Occupational Health And Safety Act, Public Libraries Act, Trespass To Property Act, Workplace Safety And Insurance Act.
- Budget and finances - performs cost analysis, requests quotes, organizes technology RFPs as needed, and makes budget recommendations to the CEO based on the technological needs of the library.
- Ethics and values - understands and acts in accordance with the professional values and ethics of library service, demonstrates a strong work ethic and personal accountability, demonstrates loyalty and commitment to the organization, sets and example of the standard of service for staff in all interactions.
- Learning and growth mindset - pursues a commitment to self-directed learning, actively pursues new information and ideas in order to stay current and develop strategies for keeping up with new technologies, assumes responsibility for learning and growth, anticipates and adapts to change with a sense of optimism and opportunity, pursues creative and innovative approaches to library service.
- Meeting management - effectively leads team meetings for projects, shows equal regard for every voice in the conversation, communicates thoughtfully and effectively during meetings of the library board, undertakes chairing duties on external boards as a library representative adhering to proper meeting protocols.
- Communication - communicates openly and directly using a variety of methods, communicates effectively with a variety of audiences and individuals from diverse backgrounds, selects and applies the most appropriate and effective communication skills to meet situational needs, communicates effectively to elicit information, obtain consensus, persuade, instruct, or motivate.

- Customer service champion - contributes to the development and evaluation of standards and practices for the delivery of quality service, applies and models customer service skills to enhance the level of user satisfaction, applies effective techniques to address difficult situations with customers which have been escalated from the branch staff level.
- Ability to manage confidential information and uphold requirements of the Freedom of Information and Protection of Privacy Act

PREFERRED QUALIFICATIONS (asset)

- APLL (Advancing Public Library Leadership)
- Other certificate or diploma in Leadership, Management and/or Information Technology

WORK SETTING

CONTACTS

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
CEO/Chief Librarian	Daily	Collaboration/Consultation
Collections Manager	Daily	Collaboration/Consultation
Administration Staff	Daily	Coordination, troubleshooting, problem solving
Branch Staff	Daily	Coordination, troubleshooting, problem solving
County Managers and Staff	Weekly	Coordination, troubleshooting, problem solving, internal service delivery, collaborating
Friends of HCPL	Occasionally	Coordination on promotions

WORK CONDITIONS/PHYSICAL/MENTAL EFFORT

Please check off all that apply

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

1. Hours of Work

Normal: Tuesday to Friday 8:15am – 4:30pm	<input checked="" type="checkbox"/>
Evenings/Weekends: Biweekly Saturdays 8:00am – 4:30pm	<input checked="" type="checkbox"/>
On-Call	<input type="checkbox"/>
Over-time	<input type="checkbox"/>

Examples:

The typical biweekly compressed work schedule is outlined below, with some scheduling flexibility required to meet operational needs (for example, working hours are adjusted on monthly Library Board meeting days; all-staff training days, etc)

Week A:

- Sunday OFF
- Monday OFF
- Tuesday 8:15am – 4:30pm (7.75 paid hours with a 30-minute unpaid lunch break)
- Wednesday 8:15am – 4:30pm (7.75 paid hours with a 30-minute unpaid lunch break)
- Thursday 8:15am – 4:30pm (7.75 paid hours with a 30-minute unpaid lunch break)
- Friday 8:15am – 4:30pm (7.75 paid hours with a 30-minute unpaid lunch break)
- Saturday OFF

Week B:

- Sunday OFF
- Monday OFF
- Tuesday 8:15am – 4:30pm (7.75 paid hours with a 30-minute unpaid lunch break)
- Wednesday 8:15am – 4:30pm (7.75 paid hours with a 30-minute unpaid lunch break)
- Thursday 8:15am – 4:30pm (7.75 paid hours with a 30-minute unpaid lunch break)
- Friday 8:15am – 4:30pm (7.75 paid hours with a 30-minute unpaid lunch break)
- Saturday 8:00am – 4:30pm (8.0 paid hours with a 30-minute unpaid lunch break)

2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	95%
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5%
					=100%
Attend internal/external meetings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25%
Time spend travelling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10%
Frequency of interruptions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-
Interaction with irate/aggressive clients/customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-

Examples:

- Part-time remote work/work from home allowed
- Travel required for training and meetings and occasionally to all branches

3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dirt, Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disagreeable weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Examples:

- Noise in open office environment
- Soiled/dirty books or movies from the library collection or through donations
- Cleaning agents

4. Physical Requirements

	Constant	Frequent	Regular	Occasional
Operating and/or maintaining vehicles and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> • Standing • Sitting • Walking • Climbing 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to lift objects (up to 25 lbs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing and/or pulling objects to complete tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PPE worn on a regular basis:				
<ul style="list-style-type: none"> • Face mask (COVID) • • 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Types of tools used:				
<ul style="list-style-type: none"> • Computer • Personal devices of all types • Maker equipment/related software 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Examples:

- Lift boxes and bins of books up to 25lb
- Risk of repetitive stress injuries from constant computer use

5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Visual effort required on a concentrated basis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to listen attentively	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

- Uses computer for at least 80% of work day

EXPERIENCE

Competence should be achieved by a new person within one (1) year.

POSITION CLASSIFICATION

Position Title: Systems and Technology Coordinator

Department: Library

Work Location: Haliburton County Public Library

Reports to (Direct): CEO/Chief Librarian

Position(s) Supervised Directly: N/A

Position(s) Supervised Indirectly: N/A

Effective Date: February 2022

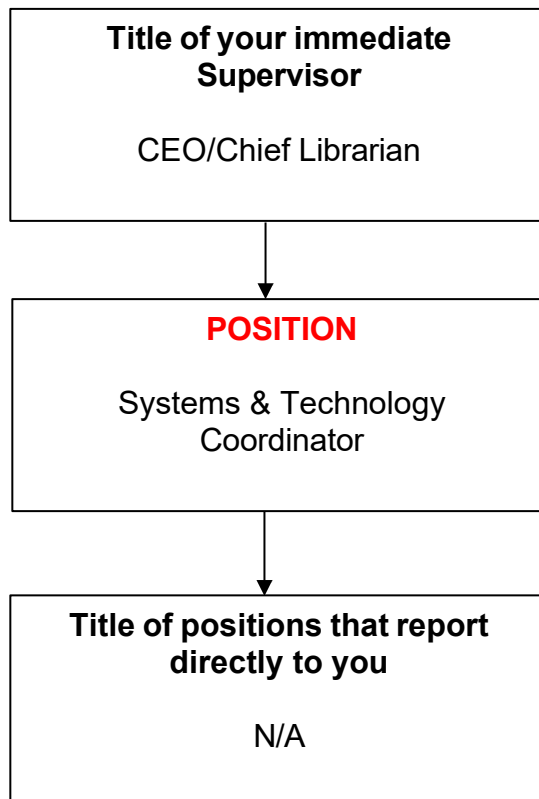
Revision Date: June 2024

Salary Range: \$31.05-\$36.32 per hour

Hours Per Week: 35

ORGANIZATIONAL CHART

List the reporting relationship of this position to others within the immediate department.



Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete inclusive description.