Job Description

Job Title:	Online Services Librarian	**Grade:**	L
Department:	Library Services	**FLSA:**	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

This position manages and coordinates all library web services, projects, and initiatives and provides administrative support in the department of Resource Services, including supervision and responsibility for special projects and directing the workflow of other full and part-time staff in the Resource Services area.

Characteristic Duties and Responsibilities:

1. Manages and organizes all electronic access needs and applications in the library, including management and maintenance of ILS and OPAC modules (along with the Systems Librarian), coordination of web technology throughout the library system, and assistance with instructional design of online training applications and web-based initiatives.
2. Serves as primary point of contact for staff regarding library website needs:
    a. Plans, organizes, and manages projects (Web design and layout, LibGuides)
    b. Resolves software and hardware issues through appropriate channels
    c. Trains, oversees and provides leadership to full and part-time staff for technology software and hardware (OPAC, student response systems, Office Communicator and Live Meeting, OSC phone systems, and Sharepoint, etc.)
3. Provides leadership and coordination for all library electronic access needs, applications and policies in conjunction with the Systems librarian.
4. Maintains the records, forms, and reports for all web access issues; assists library collections; assists library staff in creating and running reports for collection analysis and management.
5. Assists patrons in researching and obtaining information from all library collections; instructs patrons in the use of library systems, materials, online databases, equipment and other resources; assists patrons in locating books, resources and other library resources and services.
6. Responds to telephone, email and IM inquiries concerning reference services.
7. Self-directs in learning and keeping up with current practices and technology for job responsibilities and to comply with the college professional development requirements.
8. Performs professional responsibilities in accordance with pertinent goals, missions, plans, and policies of library services and the college.
9. Perform other duties as assigned.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. April 2012

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Reporting Relationships:

Direction Received: Reports to the Assistant Director for Resource Services, Library Director, Library Dean

Direction Given: May supervise part-time or assigned staff including Library Assistant, Library Technical Assistant, Library Specialist and Library Specialist Senior

Minimum Requirements:

An ALA accredited Master's Degree in Library Science from a regionally accredited institution and 2-3 years' work experience with progressively increasing responsibilities requiring relevant skills and abilities.

Knowledge, Skills, Abilities and Worker Characteristics:

Demonstrate independent judgment and in-depth knowledge in interpreting and applying college and library policies and procedures

Mastery of ILS modules and library related software modules and computer applications

Manage troubleshoot and resolve library web and OPAC software and hardware issues

Proficiency in popular web graphics authoring tools such as Adobe suite, Articulate, Captivate and Word Press

Trains, oversees, and provides leadership to full and part-time library staff for technology use, including web design, and database maintenance

Thorough understanding of print and electronic information resources and research procedures

Develop and maintain excellent relationships/partnerships with external vendors and college units (IT, procurement, academic)

Participates in meetings and events required by the college and library administrators and contributes in staff and committee meeting discussions to address issues and resolve problems

Ability to work well with individuals with diverse backgrounds

Excellent customer service skills

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Excellent interpersonal and communication skills

Working Conditions:

Indoor environment conditions; infrequently lifting and carrying objects up to 10lbs; infrequently pulling, pushing, reaching overhead, kneeling, stooping, bending at the waist, and climbing several steps; sitting at a desk or workstation using a computer, keyboard, and mouse with repetitive motions; using the telephone; infrequently traveling to other buildings on campus or to their campuses; exposure to elevated levels of dust from books and other printed materials; evening and weekend work hours

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