

POSITION DESCRIPTION
Digital Services Librarian

POSITION SUMMARY/PURPOSE

Reporting to the Manager, Content Management the Digital Services Librarian will work with staff within Content Management, the Information Services Branch and the iDivision to provide optimal access to Assembly's digital information through various online channels such as its websites and the library catalogue. They will leverage their knowledge of integrated library systems (ILSs), Content Management Systems (CMSs), metadata, taxonomies and search to support the discoverability and findability of the Assembly's digital information. The Digital Services Librarian will help inform the unit's evidence-based decisions by gathering and analyzing analytics and data, and will respond to requests for support and enhancements of library services and on-line search tools.

DUTIES & RESPONSIBILITIES

The Digital Services Librarian is responsible for core information platforms and for supporting and enhancing digital services.

1. Manage the Integrated Library System (ILS) including the Online Public Access Catalogue (OPAC), including liaising with the ILS vendor to ensure optimal service, liaising with staff to identify updates and enhancements; designing, reviewing, and enacting the approved changes and troubleshooting all service issues. The role also designs and runs database queries to support collection maintenance and facilitate database clean up and global changes. They create and update system documentation, and provide user training as required.
2. Manage Content Management Systems by liaising with the groups within the iDivision and Assembly wide (such as Content Management, Library, House Documents) to understand their internal CMS(s) and to apply and maintain solutions to support service delivery. Ensures there is optimal "searchability" functions in all Assembly websites through the application and maintenance of metadata; identifies and resolves issues from users and liaises with the technical groups to help provide solutions related to search functionality.
3. Collect and analyze data from a variety of sources, and prepare reports for management to support evidence-based decision regarding the library collection and system enhancements, and assess how effectively initiatives are enabling organizational objectives.
4. Utilize effective written and verbal communication methods to consult with stakeholders to identify problems with access to digital information. Provide training and user documentation and develop, maintain and share relevant information of the business units of the Legislative Assembly.
5. Oversee the prioritization of multiple projects based on timelines and urgency. Facilitate streamlined integration of project initiatives and provide status updates and related project information.
6. Perform other related activities as required. Keeps up-to-date on related skill development in order to use any new technologies or processes as required.

JOB REQUIREMENTS

Training/Knowledge:

- A Master's in Library and Information Science (MLIS) or equivalent
- Minimum of 2 years of related experience in a library or information management environment

- Experience with managing ILSs and CMSs; Experience with Voyager, Drupal and Microsoft Power Apps an asset
- Familiarity with MARC formats for bibliographic and authority records
- Demonstrated knowledge of and experience with current library standards and practices
- Proven research skills particularly as it applies to digital services
- Proven ability to work as part of a team
- Excellent interpersonal and consulting ability, including written and verbal communications skills, in order to work in partnership with Assembly staff
- Proven knowledge of current trends in web design and related tools, information design and UX design is an asset

Judgement:

Under the direction of the Manager, Content Management, position works within established guidelines and procedures of the branch to independently or as part of a team:

- Consult and communicate with stakeholders to identify problems affecting access to digital information.
- Research and propose enhancements to support digital access.
- Implement, maintain and support access to digital information mindful of any impact on existing systems, users and other stakeholders.
- Communicate effectively with a wide range of Assembly staff and vendors.
- Prioritize project tasks to ensure alignment with business goals.
- Provide and support confidential and non-partisan service to MPPs.

Confidentiality:

Position follows prescribed rules and procedures to safeguard information in the course of their responsibilities in analyzing data from the ILS and websites, and working with Assembly and branch information. Has access to confidential information on topics which librarians are researching for Members. Has access to the contact information of Members and their staff.

Impact:

Without a functional ILS and OPAC, Content Management, Library and Research staff cannot do their work and stakeholders external to the precinct will not be able to access the Legislative Library’s collection. Without innovation and maintenance of digital solutions to make the Assembly’s digital information discoverable, all branches engaged in information work that supports the MPPs may be negatively affected. Failure to design, develop and maintain digital services could lead to service outages for staff.

Contacts:

This position has contact with a broad range of Assembly staff who are bringing their issues and concerns and providing feedback to this role’s attention, regarding searching, discovering and accessing the Assembly’s digital assets. This position relies heavily on the cooperation of other Assembly staff to successfully complete job requirements. The incumbent will also have contact with vendors.

Supervision:

No formal supervisory responsibilities.

Working Environment:

Position works on a computer, using a keyboard and a mouse and incumbent must be able to walk around at-will. May be required to sit for long periods of time while carrying out work. Position requires VMA concentration on a regular to frequent basis when reading, researching, designing, and writing communication, documentation and reports as required. Position works in the Whitney Block.