



MARKHAM PUBLIC LIBRARY

Systems Librarian

Job Posting # 2024-01

Job Type: Permanent Union Full-Time

Hours: 35 hours per week on average

Number of openings: 1

Salary: \$69,822 - \$78,454 per annum

Grade: 6C

Posting Date: January 17, 2024

Closing Date: February 8, 2024 by 4:30 p.m.

Applications are now being received for a **Systems Librarian** position in the Virtual Services Department with the Markham Public Library. The position is currently located at the Administration centre. (Note: work location is subject to change.)

VISION FOR THE POSITION

The Systems Librarian is a vital member of the Virtual Service department and is responsible for managing and optimizing the Library's Integrated Library System (ILS). This position plays a crucial role in ensuring the seamless functioning of the Library's technical infrastructure, coordinating with stakeholders, enhancing user experience, and supporting the provision of accessible services to the community.

The incumbent thinks creatively & troubleshoots problems at an advanced level. They have a solid understanding of the Library's technology requirements, servicing both internal and external customers. They are adept at managing competing, urgent priorities & adopting service improvement solutions.

DUTIES AND RESPONSIBILITIES

ILS Administration

1. Responsible for the administration and maintenance of the ILS, working with vendors and City of Markham's ITS department.
2. Assists with the administration and maintenance of other Library technology including self-service technology, online catalogue (OPAC), online resources, network, authentication management and more.
3. Develops API code and scripts to enhance the performance & functionality of the Library's Symphony ILS.
4. Customizes the ILS based on system requirements and staff input.
5. Monitors and audits system performance & resolves problems.
6. Stays current with advances in ILS technology to leverage new features and functionalities to meet evolving Library needs.

Technical Support & Implementation

7. Participates in evaluating & testing new software & hardware, IT applications & implements new projects.
8. Assists with the implementation of service improvement initiatives throughout the system.
9. Serves as the automation coordinator for various Library projects. Develops, implements, maintains and revises policies & procedures related to Library systems.

Data and Security

10. Implements and monitors security measures to protect Library data.
11. Stays informed about cybersecurity best practices and implements relevant measures.
12. Optimizes authentication protocols (SIP, EzProxy, IP based) to improve integration and security.

Troubleshooting and User Support

13. Investigates and resolves technical issues promptly, minimizing downtime and disruption to Library services.
14. Collaborates with vendors and ITS for escalated problem resolution.
15. Provides technical support to staff and customers, addressing issues related to the Symphony ILS.
16. Conducts training sessions for staff to enhance proficiency in using Library systems effectively.
17. Maintains comprehensive documentation, facilitating knowledge transfer and staff training.
18. Creates and updates guides and procedures to assist staff in utilizing ILS systems.

General Duties

19. Participates in Library committees to provide input and support ILS-related decisions.
20. Supports Collections staff to develop collections and to enhance the discoverability of Library resources.
21. Performs other duties as assigned.

QUALIFICATIONS

1. An ALA-accredited Master's degree in Library & Information Science. Background education in computer science is strongly preferred.
2. A minimum 3 years' experience in ILS administration & maintenance, preferably with Symphony.
3. Knowledge of scripting languages and database management necessary for ILS maintenance (e.g. API, Perl, C/C++, Oracle, Java, Python, PHP, etc.)
4. Advanced user support and troubleshooting experience for applications, hardware, and networks is an asset.

DEMONSTRATED SKILLS

1. Ability to effectively manage multiple projects concurrently.
2. Demonstrated ability to work independently or in a team environment in a lead or participatory role.
3. Effective communication skills, including ability to communicate with staff with a wide range of technical abilities.

CORE COMPETENCIES

- Extends the Customer Service Revolution Standards to Internal Customers
- Ensures Accuracy & Attention to Detail
- Maintains a Learning Mindset

- Practices Strong Organizational Skills
- Thinks Analytically
- Interpersonal Communications
- Develops a Technology Mindset
- Solves Technology Problems

Please note that Markham Public Library is open 7 days per week, and weekend work may be required. Employees hired after December 20, 2004 have a work week that extends from Monday to Sundays. Work location may be subject to change.

All interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of the position to:

E-mail: jobposting@markham.library.on.ca

Please quote the **job posting #2024-01** in the Subject line.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require a code-protected accommodation through any stage of the recruitment process, please make them known when contacted, and we will work with you to meet your needs.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.