



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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# LIBRARY SYSTEMS & APPLICATIONS DEVELOPER

A Classified Professional Position  
Grade 210S – Salary Schedule 40

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### *A. Who We Are*

The San Mateo County Community College District is committed to achieving educational equity for all students. As outlined in the District's Strategic Plan, "success, equity, and social justice for our students are longstanding goals." The District's ["Students First" Strategic Plan](#) is focused on "Student Success, Equity and Social Justice." We provide students with a rich and dynamic learning experience that embraces differences -- emphasizing collaboration and engaging students in and out of the classroom, encouraging them to realize their goals, and to become global citizens and socially responsible leaders. When you join our team at San Mateo County Community College District, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, classified staff, administration, students and community partners.

### *B. The College and the District*

### *C. Who We Want*

We value the ability to serve students from a broad range of cultural heritages, socioeconomic backgrounds, genders, abilities and orientations. Therefore, we prioritize applicants who demonstrate they understand the benefits diversity brings to a professional educational community. The successful candidate will be an equity-minded individual committed to collaborating with faculty, classified staff, administration, students and community partners who are also committed to closing equity gaps. The San Mateo County Community College District seeks employees who value mentorship and working in a collegial, collaborative environment, guided by a commitment to helping all students achieve their educational goals.

### *D. The Position*

This position reports directly to the Director of Web Services in the department of Information Technology Services at SMCCD District. The Library Systems & Applications Developer will play a key role in enhancing and optimizing the Library's enterprise systems, including leading SMCCD's Library Services Platform migration and providing support for Cañada College, College of San Mateo, and Skyline College. The Developer will be responsible for providing the programming and technical expertise needed for the development, integration, and support of a wide array of library systems, applications, and services, including Alma, Primo, discovery, user interfaces, interlibrary loan, EZproxy, and other systems and applications, in order to enable quality services and efficient workflows and meeting the needs of our diverse user community.

The Library Systems & Applications Developer will collaborate with classified staff and faculty librarians, and primarily serve as the point of contact for troubleshooting circulation, access, and any systems-related issues, develops LSP trainings, works with ExLibris and other relevant vendors, and advocates on behalf of the three SMCCD Libraries on system- and technology-related issues.

The anticipated start date for this position is Spring 2019.

### ***E. Duties & Responsibilities***

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Administer, configure, troubleshoot, and coordinate the support of the Library's applications and enterprise systems, such as Alma, Primo, Interlibrary Loan, EZproxy server, and related applications
2. Develop and implement procedures to integrate and maintain library systems with campus, university, or third-party systems and applications (e.g. Banner, Ebsco Discovery Service, LibGuides, and Canvas (LMS) etc.)
3. Utilize available APIs and web services and develop or modify API scripts as needed, for data retrieval and system integrations with third-party applications and systems
4. Work with SMCCCD IT and other stakeholders to implement, maintain, and enhance the Single Sign-On authentication for library applications and the patron data feed interface to populate library systems
5. Work to seamlessly integrate records from disparate systems into the discovery system
6. Research, recommend, and adopt standard and emerging tools, techniques, methods and applications to improve efficiencies, provide new services to library patrons, and improve access to the library's digital resources
7. Provide support for third-party applications that interface with library systems
8. Conduct continuous evaluation and enhancement for Library search, discovery, and access experience for all library users
9. Participate in the design, development, and implementation of all interfaces and platforms that support the delivery of library services and collections; provide written documentation and training in support of these applications and services
10. Customize the public interface using scripting languages and web authoring tools
11. Prepare and maintain logs, reports, and statistical data to assist the libraries in maximizing data-driven decision making through compiling and organizing system statistics, including annual statistics as required for ACRL, the Community Colleges Chancellor's Office, and Accreditation
12. Troubleshoot problems reported by library staff, and, when needed, follow-up with vendor support staff
13. Document workflows and standards related to all aspects of the library systems, services, and related applications
14. Collaborate with SMCCCD Libraries and CSM Archives to develop and expand support for digital asset management and discovery tools, including the development of an Institutional Repository, interfaces, maintenance, and customization of various archival utilities
15. Participate in developing library information technology-related projects as needed
16. Perform security reviews, code and system updates, and backup and recovery processes for related library applications
17. Provide professional and courteous technical support for a wide variety of applications and systems; assist in identifying problems and provide reliable and sound technology-based solutions, as needed
18. Schedule and manage annual maintenance procedures
19. Confer regularly with LSP vendor staff

20. Participate and work with other librarians on statewide aspects of the LSP to ensure SMCCCD content is represented in any of the shared catalogs as well as collaborate on the development of regional ILL resources
21. Train library staff on systems and applications as needed
22. Perform other duties as assigned

#### ***F. Requirements***

- A combination of education and experience equivalent to a Master's degree in library science, library and information science OR a closely related field
- 1+ years' experience in a library setting
- Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff

#### ***G. Preferred***

- Strong understanding of library services and technologies in an academic environment
- Demonstrated knowledge of and experience with current library standards and practices, especially in the areas of circulation, interlibrary loan, and patron privacy
- Familiarity with tools such as PHP, SQL, Java, C/C++, Perl, Cascading Style Sheets, widgets, and markup languages (HTML, XML, Javascript). Experience with SQL and SQL scripting. Knowledge of FTP and basic UNIX or Linux commands and editing
- Knowledge of HTML 4 and 5, CSS, PHP, Libguides, API's, JavaScript, BootStrap and other similar web programming languages and platforms
- Proficiency with PC and Mac hardware and software and strong technical skills around desktop and mobile devices
- Knowledge of user-experience design principles, universal and user-centered design as applicable to libraries
- Knowledge of Responsive Web Design and W3C Web Usability Guidelines
- Ability to interact and develop working relationships with all levels of staff, faculty, and vendors
- Ability to assess system performance and provide assessment and advice on technology related strategies
- Highly effective interpersonal, analytical, and oral and written communication skills, including the ability to develop written project documentation, process procedures, and reports
- Ability to change priorities as projects expand or project needs change
- Ability to learn new technical skills quickly and adapt emerging technologies to new domains
- Demonstrated initiative and proven ability to learn new technologies and adapt to changes in the profession
- Demonstrated ability to stay current with and keep abreast of state-of-the-art technologies and professional practices
- Ability to work both independently and collaboratively and to be flexible in a rapidly changing service-oriented environment
- Strong organizational skills, including the capability for managing a variety of tasks and multiple priorities
- Ability to approach the development of new services with a commitment to responsive and innovative services

#### ***H. Physical/Other Requirements***

This classification requires sitting or standing for prolonged periods of time, dexterity of hands and fingers to operate a computer keyboard, touch screen and mouse in order to perform the essential functions.

### ***I. Knowledge, Skills & Abilities***

1. Experience with using the administrative functions of Integrated Library Systems
2. Experience using the administrative functions of Ex Libris Alma and Primo
3. Experience with library discovery (e.g. Ebsco Discovery) and delivery systems and tools
4. Experience working in academic library setting and knowledge of access services, technical services, and digital library services
5. Knowledge of standards and best practices for web accessibility and ADA compliance, and understanding of Section 508
6. Strong problem-solving skills and attention to details
7. Ability to effectively troubleshoot technical problems, isolate causes, and implement solutions
8. Strong service orientation and awareness of end-user needs as related to library services and technologies
9. Knowledge of current library metadata standards and data formats, including RDA, AACR2, MARC, Dublin Core
10. Strong oral and written communication skills to articulate technology strategy to non-technical staff and patrons
11. Proficiency in working with personal computer operating systems (Windows and MAC OS), spreadsheets, and word processing
12. Knowledge of other Library-related systems such as Ebsco Discovery System, Libguides, and EZProxy

(5/2019)