



## JOB POSTING

Richmond Hill Public Library is committed to enriching your connections, choices and community. It has four branches, with 72,700 registered members and over three million online and in-person uses. Members use 2.1M collection items annually, and 66,700 people attend its programs. As a 21<sup>st</sup> century Library we continue to adapt to change in various ways which includes empowering staff through teamwork, development and a celebration of curiosity.

**Position:** Digital Services Specialist  
**Location:** Central Library  
**Status:** Full Time, Non-Union  
35 hours as per schedule, including evenings and weekends  
**Salary Range:** \$68,687 - \$80,371

### RESPONSIBILITIES AND DUTIES:

#### ILS Support

- Provides support for ILS and related peripherals such as sortation units, self-checks, RFID and security gates
- Provides operational support for the User Discovery Platform including online catalogue and electronic databases
- Assists in preparing statistics and reports from the ILS and digital content databases as required
- Prepares training manuals and provides training for all aspects of the ILS including use of WorkFlows for all staff and in-depth training for customer service staff

#### CMS Support

- Provides support for CMS administration
- Assists with maintaining and updating the Library website, Intranet, web applications, and database systems to meet needs and requirements
- Assists with troubleshooting the CMS and managing customer feedback
- Identifies issues and recommends solutions

#### Technical Support

- Participates in regularly scheduled rotation for provision of technical support help desk duties
- Provides technical support for Windows and Mac computer systems and other computer-related equipment; Troubleshoots, analyzes, repairs, configures and rebuilds systems; Installs drivers and software; Upgrades software and hardware
- Provides technical support for other technical equipment including photocopiers, library self-service equipment, automated material handling equipment, telecommunication equipment and audio/visual equipment
- Provides technical support for the ILS and the User Discovery service related issues and projects

- Maintains accurate technical documentation in an inventory tracking/help desk ticketing system documenting requests, issues, solutions and procedures
- Assists in gathering and documenting data and statistics from various sources
- Provides training for staff on technical skills, new hardware, software and technology equipment

#### **Other Related Duties**

- Work with project teams and solutions vendors on project research, testing, implementation, rollout and training & support
- Regularly travels to other branch locations for projects, troubleshooting and maintenance work.
- Regularly works an evening shift per week and rotating Saturdays

#### **QUALIFICATIONS/COMPETENCIES:**

##### **Mandatory**

- Possesses a post-secondary diploma/degree in Library Technology or Computer Science or other related disciplines
- At least 3 years of related experience in working with ILS, web applications and other emerging technologies including at least 1 year of experience operating and troubleshooting library automated systems and related peripherals
- Advanced and current knowledge of design, configuration, administration, management, operation, and documentation of integrated library system (ILS)
- Experience in providing staff training, preparing documentation for training
- Working knowledge of Drupal, Adobe and Google Analytics
- Understanding of responsive web design and general web design principles, including content management system (CMS)
- Physical stamina to lift and transport moderately heavy objects such as computer equipment; physical ability to stretch and bend to install wires and cables in floors and ceilings
- Valid Class “G” driver’s license in good standing and access to a reliable vehicle

##### **Desirable**

- Expertise in standard web browser display and application technologies (HTML, SML, CSS, JavaScript) and experience with software applications
- Familiarity with emerging technologies such as makerspace, hackerspace etc.
- Experience working with SirsiDynix Symphony
- Experience working in a public library setting is an asset.



## The Community

The Town of Richmond Hill is a community of over 200,000 people located north of Toronto. It is the 6th fastest growing municipality in Ontario, and is expected to increase by 30% in the next 10 years. Over half the population was born outside Canada, with ongoing and increasing diversity anticipated. It has the highest proportion of residents with post-graduate education in Canada, and the community tends to be young, family-oriented with a strong technology orientation; as such, residents value education and library services

This position may be relocated to another location in the future to meet service needs for the community. All applicants should understand that the ability to work at any library location is a requirement of this position.

The Library will require a current *Vulnerable Sector Screening* from the successful applicant as a condition of employment.

## Application Process

Interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of this position **by 5:00 pm on April 3, 2019** quoting posting **2019 - 09** to:

**Talent and Culture**  
**Email: [rhpljobs@rhpl.ca](mailto:rhpljobs@rhpl.ca)**  
**FAX: (905) 770-0312**

**ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE CONTACTED.**

The Library thanks all applicants for their interest, however, only those selected for an interview will be contacted. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, RSO 1990, for recruitment purposes. Questions about this collection of personal information should be directed to: Chief Executive Officer, Richmond Hill Public Library, 1 Atkinson Street, Richmond Hill, ON, L4C 0H5.

The Richmond Hill Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process. If you require accommodation at any time throughout the recruitment process, please contact Talent and Culture at [rhpljobs@rhpl.ca](mailto:rhpljobs@rhpl.ca).