UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM

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FOR LIBRARY HR USE ONLY – Position Number

Date Prepared: Jan. 21, 2020
Division: Digital Services and Technologies

Prepared by: A. Lim / B. Hamidzadeh
Department:

Reports to: Associate Dean, DST
Position Title: Web Services Librarian (Professional Track, Open Rank)

Nature of Work

Reporting to the Associate Dean, Digital Services and Technologies (DST), the Web Services Librarian is charged with leadership, project management, and hands-on work related to the planning, coordination, design, implementation, maintenance, and evaluation of the Libraries’ web site and other major online user interfaces. The Web Services Librarian will work closely with all library divisions to improve the Libraries’ virtual environment and the Libraries’ Web presence, and will lead regular Online User Interfaces (OUI) Committee meetings throughout the academic year to facilitate communication, content creation and maintenance, and coordination of Web-related needs and functions. This position may also be assigned to direct the work of temporary staff or part-time student assistants and interns, when the work is related to special projects or tasks falling primarily in the Web Services functional area.

The Web Services Librarian will set and apply design standards and best practices for all public-facing interfaces to ensure that library resources are accessible and user-centered. In addition to seeking the input of Research and Academic Services’ members, the incumbent will collaborate and coordinate closely with the Director of Strategic Communications and Outreach, the Collection Services and Strategies (CSS) group, and Digital Services and Technologies (DST) Web designers and developers. The Web Services Librarian will communicate requirements and design needs with the technical development team and will check in with that team on a regular basis to adjust and revise requirements, as needed. The successful applicant will participate in usability and functional testing and quality assurance of all related sites and applications, working closely with the UX Librarian. The Web Services Librarian will work with library administration and management to develop a vision and a philosophy for the Libraries’
Web presence, which will drive most of the sites’ architecture, organization, and design.

As a cross-library position, the Web Services Librarian is responsible for overall analysis, design, integration, content coordination, and evaluation of the Libraries’ online user interfaces. Where appropriate, this includes implementation, integration, evaluation, and improvement of user-interface customizations and integrations of proprietary library products affecting: discovery/searching of information resources, interlibrary loan, room reservations, library research guides, and other functional areas. The team works closely with the DST’s Digital Programs and Initiatives (DPI) team to integrate open source and open access platforms into the Libraries’ interfaces, and to develop digital content, when appropriate.

Duties and Responsibilities

- Lead and/or participate in processes that will assess user requirements, needs, and satisfaction levels and apply best practices and standards, in order to assure that the Libraries’ web site and interfaces are understandable, accessible, and effective for the Libraries’ constituents.
- Serve as the main point of contact, project manager, and coordinator for the Libraries’ primary web site, and be responsible for resolving issues as well as identifying, developing, and implementing enhancements.
- Provide leadership and expertise to help the Libraries manage its web-based applications and tools that enhance access to services, collections, and instructional content for students, faculty, and staff. This includes development and conducting of test plans for Web products.
- Work with web developers to engage in Web site and Web applications development projects with Drupal and other systems, as appropriate.
- Work with Research and Academic Services and other divisions to determine functional and design requirements for the Web site and Web interfaces, and coordinate content development and maintenance.
- Maintain currency with web technologies, software, tools, and solutions and participate in evaluation, assessment, and training efforts. This includes devising recommendations for upgrades, and system and content migration to new Web technologies, as they are available and as deemed necessary and appropriate.
- Lead the Online User Interfaces (OUI) Committee, which serves as a cross-unit advisory group on matters related to strategic goals, initiatives, design, content, and usability. This includes leveraging the Committee to help resolve problems and communicate resolutions with stakeholders.
- Provide documentation, training, and instruction manuals about Web site and Web interfaces for staff and Library users.
Research, Scholarship, and Creative Activities

- Pursue active research, scholarship, and creative activities in accordance with the Libraries’ and University’s professional track review guidelines.

Service

- Contribute to the leadership and work of relevant committees and workgroups in the Library and the University, as well as to the work of professional associations, locally, regionally, nationally, or internationally.

Contribute to advancing the University’s and the Libraries’ goals related to inclusion, diversity, equity, and accessibility.

Other duties as assigned.

Physical Demands: Normal office environment and use of computer.

Supervisory Responsibilities: None

Qualifications and Experience

Education

Required
Master’s degree in related field.

Preferred
Master’s degree in library sciences from a graduate program accredited by the American Library Association or similar credentials.

Additional advanced degree, training, or coursework in research methodologies and statistical analysis, including survey design and ethnographic methods.

Experience

Required
• Minimum of 1+ year of professional experience in Web services design, development, and testing in a library environment.
• Strong project management experience
• Broad knowledge of a wide range of IT issues, Web development methods, requirements, and procedures
• Experience working within Unix/Linux variant server environments with basic system administration utilities
• Experience in information architecture, taxonomy/ontology creation, and writing of content for the Web
• Knowledge of SQL- and database-driven Web sites and applications
• Knowledge of usability design and assessment
• Knowledge of current Web accessibility standards and how these standards affect Web design and patron access
• Knowledge of responsive Web design
• Ability to work both independently and as part of a team
• Excellent oral, written, and interpersonal communication skills
• Initiative, flexibility, organization, precision, and excellent problem-solving skills

Preferred
• 3+ years of professional experience working in teams, on complex websites for organizations with a large customer base, which use a multitude of web-facing applications, commercial and open source.
• Knowledge of at least one object-oriented programming language (PHP, Ruby, Python, etc.)
• Experience working with library applications and content management systems
• Knowledge of current trends and technologies in search and discovery
• Demonstrable experience with APIs and mobile technologies
• Knowledge of emerging technologies, library technology trends, general trends in librarianship and higher education that affect library technology.

Employee’s Signature________________________  Date__________

Print Employee’s Name________________________________________

Supervisor’s Signature________________________  Date__________