



RCSI DEVELOPING HEALTHCARE LEADERS WHO MAKE A DIFFERENCE WORLDWIDE

**Title:** Library Systems & Digital Services Coordinator  
**Department:** RCSI Dublin, 26 York Street, Dublin 2  
**Tenure:** Permanent Full Time  
**Location:** RCSI Dublin, 26 York Street, Dublin 2  
**Reporting to:** Associate Librarian, Library Services Delivery or nominee

### About RCSI

RCSI has been at the forefront of educating healthcare professionals since 1784 when we were founded as the national training and professional body for surgery. Today we are Ireland's only focused health sciences institution, Ireland's largest medical school and one of the leading health sciences institutions in the world.

Based in Dublin, with students from over 80 countries and four overseas campuses, RCSI has a global reach through our network of Alumni in 97 countries. RCSI ranks among top 2% of universities in Times Higher Education World University Rankings 2018. RCSI is placed joint second out of the nine institutions in the Republic of Ireland included in the rankings.

### Objective

The Library Systems & Digital Services Coordinator manages, develops, implements, maintains and supports a wide range of technologies and applications to provide innovative library services and to ensure access to the library's digital collections. S/he supports library staff in the use of existing technologies as well as the adoption of new and emerging technologies and applications. Working collaboratively within the library team s/he will have responsibility for coordinating and supporting colleagues to deliver on all aspects of library systems and digital services.



HR EXCELLENCE IN RESEARCH



### **Specific Responsibilities include:**

- Manage, develop and support the suite of information management systems in the Library's system infrastructure, liaising as appropriate with colleagues in the Library, IT and third party vendors. Provide application support, configuration, integration and maintenance of library systems and integration of library systems into College infrastructures. Current systems include: LMS (Aleph), e-resource authentication (EZ Proxy), link resolver (Proquest 360 Link Manager), archive management system (CALM), institutional repository (Figshare) and other web based applications.
- Providing leadership and day-to-day management in all aspects of library systems and digital services, compiling usage reports & other analytics demonstrating value for money, documenting workflows and processes, devising instructional materials, monitoring quality and leading on the continuous improvement of processes.
- Providing direction and supervision to the team of paraprofessional staff supporting library systems and digital services including but not limited to, proactive delegation of tasks, supervision and review of work processes and workflows; staff training; professional development planning, ensuring alignment of the team with operational and strategic goals.
- Monitoring and evaluating library systems and usage to ensure development is responsive to RCSI Library priorities, RCSI IT infrastructure requirements and provides the best possible user experience.
- Contribute to the scoping, procurement and implementation of new library systems and technologies. To manage systems related projects and contribute to RCSI-wide systems-related projects as required.
- Library management system (LMS): to manage, develop and exploit the Library Management System (Aleph) to enhance service delivery and to ensure it is best utilised to support workflows and library functions. To investigate and analyse issues, liaising with the vendor where necessary to ensure problem resolution. To provide documentation and training to others on the library team. To act as the RCSI representative to LMS related user groups.
- Maintaining and developing the resource discovery interfaces of internal and third-party systems such as discovery tools, institutional repositories, archive management system, both by applying standard software upgrade and updates, and by implementing bespoke customisations. Liaise as required with vendors and RCSI IT to ensure prompt reporting, diagnosis and resolution of faults.
- Maintain hardware registry of IT equipment allocated to the Library and liaise with RCSI IT regarding staff equipment life cycles, making recommendations for upgrades, replacements as required.
- Maintain knowledge and experience of emerging technologies and practices to support the provision of innovative, high quality library services for research, teaching, learning and clinical activities in RCSI including use of the VLE, CMS, social media etc. Actively horizon scan, monitoring technology trends and evaluate their potential impact in enhancing library systems and online service provision. Prepare and submit proposals on enhancements to

library systems and technologies, advising on their application within the context of RCSI priorities.

- Be an expert user of library technologies, systems and digital services and act as a proactive source of specialist advice within the team.
- Build and maintain strong strategic and working relationship with stakeholders and key support departments within RCSI and strong working relationships within the library team. Develop and maintain relationships with peers in similar roles in other institutions.
- Proactively engage in training and development relevant to the role, and promote work through various professional development opportunities.
- Performing other duties as required from time to time or set out by the Director of Library Services, or nominee.
- On occasion, the post holder will be required to support Library Digital Services and Systems in the Mercer Building (RCSI Heritage Collections) and in RCSI Library, Beaumont Hospital
- Comply with statutory legislation and rules and requirements in furtherance of your own and general staff welfare and safety.
- Represent the best interest of RCSI at all times including serving on external committees as required.

### **Person Specification:**

#### **Essential:**

- An honours primary degree and postgraduate qualification in Librarianship and Information Studies and at least two years' post qualification experience in a similar role.

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An honours primary degree and postgraduate qualification in Computer Science and at least two years' post qualification experience in a similar role. (Qualifications below postgraduate degree level will be considered if applicants demonstrate solid relevant experience and evidence of commitment to continuing professional development)

- Experience in leading and managing integrated systems, platforms and computer operations.
- Demonstrable experience of working in UNIX environment (basic server management, using command line user interface); working with SQL, HTML, CSS, XML and content management systems.
- Ability to work both collaboratively in a team and independently with internal and external parties and diverse constituencies, including other staff, cross-department teams and library users.
- Demonstrated experience of staff supervision, project and change management.
- Strong interpersonal and communication skills.
- Knowledge of current IT issues in academic libraries and the higher education sector in Ireland.
- Demonstrated ability to adapt to changing environments and priorities and evidence of a flexible approach to work.
- Proven commitment to self-motivated continuing professional development including the ability to acquire new skills and apply them effectively.

- Strong analytical and numeracy skills with an ability to use and interpret data and take an evidenced based approach to service development.
- Strong customer service focus and commitment.

**Desirable:**

- Integrating link resolvers with ILS data; scripting and/or programming to automate tasks
- Proven knowledge and experience of working with specialist library systems and experience supporting and maintaining library automated systems including hosted solutions.
- Commitment to understanding current best practices in web usability, user experience and of emerging library technology trends.
- Knowledge of a variety of standards such as MODS, RDA, LC and AAT, digital metadata schema and metadata interoperability and industry standards related to electronic resources e.g., MARC and awareness of future developments in library metadata and linked data approaches to metadata.
- Experience in managing and supporting electronic resources and the use of Electronic Management Systems (ERMs); familiarity with authentication services for online resources and experience of developing metadata schema cross walks e.g. Dublin CORE to MARC.

- Demonstrated ability to negotiate and manage licenses and contracts with vendors and partners.
- Awareness of current issues in repositories, open access publishing and research data management.
- Experience supporting archival management systems (CALM), web based exhibition systems (Omeka) and digital archive management systems.
- Interest and aptitude for locating and experimenting with innovative technologies.

### **The Process:**

Shortlisted candidates will be invited for a formal interview at our main campus at RCSI Dublin.

### **Particulars of Post**

This post is a permanent appointment to the Assistant Librarian salary scale. The appointee reports to the Associate Librarian, Library Services Delivery.

### **Informal Enquiries**

Informal enquiries are invited in the first instance through to RCSI Human Resources at [recruitment@rcsi.ie](mailto:recruitment@rcsi.ie). Specific enquiries about the nature of the post can be addressed directly to Kathryn Smith, Associate Librarian, Library Services Delivery ([kathrynsmith@rcsi.ie](mailto:kathrynsmith@rcsi.ie)).

**Note:** *This Job Description may be subject to change to reflect the evolving requirements of the Department and RCSI in developing healthcare leaders who make a difference worldwide.*

*RCSI is proud to be an equal opportunity employer and welcome applications from all suitably qualified persons regardless of their gender, civil status, family status, sexual orientation, religion, age, disability or race.*

*Similar vacancies that arise in the next 6 months may be filled from the pool of applicants that apply for this position.*

