

Job Title: Library Systems & Digital Services Coordinator  
Reporting To: Associate Librarian, Library Services Delivery  
Location: RCSI Library, York Street  
School (or department): RCSI Library  
Contract type/duration: Permanent, Full-time  
Closing date for applications: 5pm, Wednesday 19<sup>th</sup> June 2024  
Interview date: Week beginning 1<sup>st</sup> July 2024

**Royal College of Surgeons Ireland (RCSI):**

RCSI is a community of academic, research, clinical and professional staff working collaboratively to lead the world to better health. Here, you will thrive in an innovative and inclusive atmosphere and your personal development and wellbeing will be supported. We invite you to join us to help deliver on our exciting mission “To educate, nurture and discover for the benefit of human health”.

For each of the last six years, RCSI has been positioned in the Top 300 of universities worldwide in the Times Higher World University rankings. We are proud to announce that RCSI has ranked first in the world for “Good Health and Well-being” in the [Times Higher Education #SDG](#) Impact Rankings 2023. This reflects our commitment to supporting people of all ages to live healthy lives and our work to promote the concepts of well-being and positive health. Our values of **Respect, Collaboration, Scholarship and Innovation** continue to unite and direct our purpose.

[Innovating for a Healthier Future 2023-2027](#) is RCSI’s new five-year strategic plan. Through it, RCSI will enhance human health by meeting the health workforce needs of society, creating the insights and inventions that drive health improvements, and working in partnership with patients and the public in support of better health and well-being for all. The strategy unites the RCSI community in supporting the UN Sustainable Development Goals – with a particular focus on Goal 3, which targets good health and well-being. More details about RCSI can be found at [www.rcsi.ie](http://www.rcsi.ie); in particular, I would point potential applicants towards the 2023 Institutional Review document, which gives a comprehensive overview of RCSI’s governance and breadth of scope – [Access here](#)

We seek candidates whose experience to date has prepared them to contribute to our commitment to the [“Race Equality Action Plan 2021-2024”](#) at RCSI. Our students come from all walks of life and so do we. We hire great people from a wide variety of backgrounds. This makes our university stronger and ensures we hire the best talent.

**Objective of this post:**

The Library Systems & Digital Services Coordinator manages, develops, implements, maintains and supports a wide range of technologies and applications. They provide innovative library services and ensuring access to the library's digital services, including collections. They support library staff in the use of existing technologies as well as the adoption of new and emerging technologies and applications. They work collaboratively within the library team, coordinating and supporting colleagues to deliver on all aspects of library systems and digital services.

On occasion, the post holder will be required to support Library Systems & Digital Services in the Mercer Building (RCSI Heritage Collections) and in RCSI Library, Beaumont Hospital.

**Specific Responsibilities include:**

- Providing leadership and day-to-day management in all aspects of library systems and digital services. Managing and developing the suite of information management systems in the Library's IT infrastructure.
- Providing application support, configuration, user management and maintenance of library systems. Working closely with IT to ensure the security of library systems and where appropriate, their integration with other elements of the university's IT infrastructures.
- Current systems include: library management system (ALMA), discovery layer (Primo VE), e-resource authentication (EZProxy on premise), library room booking system (Sentry Juno), link resolver (Primo VE), archives management system (CALM), digital preservation system (Preservica), institutional repository (FigShare), online service delivery tools (Third Iron and SpringShare products); and other web-based applications.
- Managing and developing the Library Management System (ALMA) and discovery layer (Primo VE) ensuring their optimal use by the team to support workflows and to enhance services to library users. Investigating and analysing issues, liaising with the vendor and IT to ensure prompt resolution. Providing documentation and training to others on the library team, in consultation with supervisors and managers. Serving as the RCSI representative to LMS related user groups. Achieving and maintaining relevant training to support library systems including Alma Administration Certification and Primo VE Administration Certification.
- 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, aligning team activities with operational and strategic goals.
- Monitoring and evaluating library systems ensuring development is responsive to Library priorities, IT infrastructure requirements and provides the best possible user experience.
- Liaising as appropriate with colleagues in the Library, IT and with third-party vendors.
- Building and maintaining strong working relationship with stakeholders, key support departments within RCSI and within the library team. Develop and maintain relationships with peers in similar roles in other institutions.
- Managing systems related projects and contributing to RCSI wide systems related projects.
- 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.
- Contributing to the scoping, procurement and implementation of new library systems and technologies.

- Maintaining and developing the resource discovery interfaces of internal and third-party systems by applying standard software upgrades and updates and by implementing bespoke customisations. Liaise as required with vendors and IT to ensure systems maintenance and resolution of faults.
- Maintaining the hardware registry of IT equipment allocated to the Library and liaise with IT regarding staff and service equipment life cycles, recommending upgrades and replacements.
- Actively horizon scan, monitoring technology trends and evaluating their potential impact to enhance library systems and online service provision. Developing proposals for library systems and digital services improvements, 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.
- Promoting equality of opportunity and supporting diversity and inclusion as well as working to support the University's environmental and sustainability agenda and practices.
- 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.
- 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:**

The successful candidate will ideally possess and demonstrate:

*Mandatory*

- An honours primary degree and postgraduate qualification in Librarianship and Information Studies and relevant experience in a similar or cognate role.
- OR**
- An honours primary degree and postgraduate qualification in Computer Science and relevant experience in a similar or cognate 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 service users.
  - Demonstrated experience of staff supervision, change and project management.
  - Strong interpersonal and communication skills.
  - Knowledge of current IT issues in academic libraries and the higher education sector.
  - 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.
- Experience of managing and developing ALMA and/or Primo VE systems.
- Commitment to understanding current best practices in accessibility relating to user interfaces to create an inclusive online library service environment.
- 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), and digital preservation management systems.
- Interest and aptitude for locating and experimenting with innovative technologie

The successful candidates core values and behaviours should demonstrate:

### **General Competencies**

Student and customer service  
Scholarship and excellence  
Collegiality and professionalism  
Innovation and flexibility  
Planning and organising

*We are all too aware that imposter syndrome and the confidence gap can sometimes stop fantastic candidates putting themselves forward, so please do apply — we would love to hear from you.*

### **The Process:**

#### **Interview and presentation**

Shortlisted candidates will be invited for a formal competence-based interview and presentation. Interviews will be arranged for soon after the closing date for applications

#### **Particulars of Post**

This post is a full-time permanent position. The appointee will report to the Head of Department or nominee.

#### **Employee Benefits**

RCSI make sure you have the resources you need to thrive by offering a wide range of benefits in areas including time away, finance, community, health, and well-being and insuring your financial future. Below are some additional benefits available to you as an RCSI employee:

- Minimum of 23 days annual leave, plus an additional 6.5 Privilege days
- Flexible/hybrid working options for colleagues across many roles
- Additional leave options incl. paid maternity leave, paternity/parental leave, study leave
- 7% Employer pension contribution
- Onsite gym €10 per/mth incl. classes and PT sessions
- Childcare support 20% discount at Giraffe
- Free eye test and annual flu vaccination
- TaxSaver commuter tickets and Bike to Work schemes
- A site sustainability team focusing on the environmental initiatives; [Green Campus Initiative](#)
- Competitively priced café and restaurant
- Equality, Diversity & Inclusion forums, and network groups
- Employee assistance programme with Spectrum Life
- Learning and Development training programmes incl. LinkedIn Learning for career progression
- Discounted services incl. GP visits, 10% off dental, staff parking, mobile tariffs, Group Scheme discount on numerous brands
- Sports and social club incl. yoga, Pilates, fitness classes, Zumba, running club, social evenings, Summer BBQ



- Ticket Draws for events including; Rugby, Taste of Dublin, Dublin Horse Show, theatre, music & comedy events

**Informal Enquiries:**

Informal enquiries are invited in the first instance through Rebecca O'Brien [rebeccaobrien@rcsi.ie](mailto:rebeccaobrien@rcsi.ie) All applications for this post must be made through the career's webpage [www.rcsi/careers](http://www.rcsi/careers).

For more information about living in Dublin, passports and visas, work permits, finding a home [find more here](#)

*Note: This job description may be subject to change to reflect the evolving requirements of the Department and RCSI. Similar vacancies that arise in the next 6 months may be filled from the pool of applicants that apply for this position. 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. RCSI is committed to embedding equality, diversity and inclusion (EDI) across everything we do. This ensures we can all work and learn in an environment defined by dignity and respect. Eligibility to work in Ireland is a requirement of this role. Proof of eligibility documentation will be required at a later date. Under limited and specific circumstances (research/specialist roles) RCSI may be in a position to seek a hosting agreement and/or work permits. Employees are required to undertake 6 months service in their current role before applying for other internal opportunities, unless agreed in advance by the SMT representative*

