

## **Discovery and Resource Management Systems (DRMS) Coordinator Librarian III or IV**

### **About UMass Amherst**

UMass Amherst, the Commonwealth's flagship campus, is a nationally ranked public research university offering a full range of undergraduate, graduate and professional degrees. The University sits on nearly 1,450-acres in the scenic Pioneer Valley of Western Massachusetts, and offers a rich cultural environment in a bucolic setting close to major urban centers. In addition, the University is part of the Five Colleges (including Amherst College, Hampshire College, Mount Holyoke College, and Smith College), which adds to the intellectual energy of the region.

### **About UMass Amherst Libraries**

UMass Amherst Libraries make up the largest publicly-supported research library in New England with more than eight million physical and digital items available to users. As a key partner in teaching, learning, and research at UMass Amherst and beyond, the Libraries foster a diverse, inclusive, and user-centered environment in which to engage with ideas and acquire the skills necessary for independent learning and critical thinking. We value collaborations and partnerships; diversity and inclusion; innovation and creativity; openness and transparency; and sustainability and stewardship.

### **Job Summary**

The Discovery & Resource Management Systems (DRMS) Coordinator provides leadership and vision in the management, support, integration, and administration of the Library's suite of discovery and information management systems. These systems facilitate search, discovery, access and retrieval of scholarly resources. The Coordinator communicates and collaborates across Library departments and is responsive to library and user needs. Duties include: systems evaluation, adoption, implementation, maintenance, and accessibility/usability testing within the Library's discovery environment: integrated library system, discovery platform, link-resolver, and authentication systems.

### **Essential Functions**

1. Coordinates the library's resource management and discovery systems environment: including the library system (Aleph), discovery platform (Ebsco Discovery Search), link-resolver (SFX), and authentication system (EZProxy).
2. Plans, coordinates and directs staff activities and workflows in the unit.
3. Interviews, trains and evaluates staff.
4. Recommends and facilitates improvements to existing discovery and access systems and services in a large complex academic research environment.
5. Assesses new technologies, evaluates their viability and compatibility to our current systems and community needs, and writes proposals to summarize findings.
6. Develops project plans and then implements said projects. Is able to adapt the project when confronted with setbacks to meet deadlines and/or goals.
7. Responsible for integration and interoperability of discovery and resource management with other library, campus and Five Colleges systems.
8. Works closely with the Five College Consortium libraries on system customizations, functionality and upgrades. Participates in migration and integration planning for next generation systems.
9. Works closely with Library Technology Systems and Web Management to assure seamless interoperability between discovery and resource management systems and other library and campus systems.
10. Develops expertise within unit/department in creating/maintaining/updating bulk import/export rules, to include manipulating and loading files, testing and troubleshooting.
11. Formulates, revises, and implements library policies and procedures. Oversees the accurate and timely availability of documentation and training for all unit procedures and processes.
12. Oversees unit's assessment activities, to include collecting, maintaining, analyzing and reporting on data/statistics generated by discovery systems.

13. Oversees back-end maintenance of the library resource management and discovery systems, ensuring interoperability with other systems and platforms.
14. Troubleshoots authentication issues, creates/maintains configuration files, works with vendors and campus IT on unauthorized use of licensed resources.
15. Continually evaluates and enhances the Library's discovery systems. Works with department and library staff to employ formal usability testing methods and data analysis to assess the effectiveness of services and technologies.
16. Stays current on trends and issues related to the integration of strategic technology products for the comprehensive suite of library discovery solutions.
17. Participate in the Libraries' assessment program by collecting, reporting, maintaining, and using data to support evidence-based decisions.
18. Attend professional development activities as assigned or required to meet departmental goals and objectives.
19. Trains DRMS staff in technologies and duties as required.
20. Represent the University Libraries on Five College committees, Boston Library Consortium committees, or other selected professional meetings and conferences.
21. Serve on internal library committees as needed.

### **Other Functions**

1. Works creatively, collaboratively, and effectively to promote teamwork, diversity, equality, and inclusiveness within the Libraries and the campus.
2. Demonstrate, foster and cultivate a positive, proactive internal and external customer service culture amongst staff and student staff.
3. Performs other related duties as required.
4. Works a schedule which includes some evening, weekend, and holiday hours.

### **Minimum Qualifications (Knowledge, Skills, Abilities, Education, Experience, Certifications, Licensure)**

1. Master's degree in library science or equivalent degree from a program accredited by the American Library Association, or its appropriate equivalent in librarianship from another country, or have appropriate equivalent experience.
2. Minimum of five years of experience in implementing/developing/maintaining resource management and/or discovery systems and services.
3. Minimum of two years of successful leadership experience, preferably in an academic library.
4. Knowledge of metadata schemas, including MARC. Evidence of understanding of semantic web and Linked data and the nature of metadata, systems, and user expectations around search and discovery.
5. Demonstrated ability to establish work priorities, set performance expectations, achieve goals, and direct work in a fast-paced evolving environment.
6. Understanding of integration and interoperability of library systems, repositories, websites, and research platforms.
7. Demonstrated ability to utilize user-centered design methodologies and usability principles.
8. Ability to use technology in creative ways to solve problems and/or facilitate workflow.
9. Ability to thrive in the rapidly changing, future-oriented environment of a major academic research library and to respond effectively to changing priorities.
10. Excellent interpersonal skills and ability to interact effectively and work productively in establishing and maintaining harmonious working relationships with a diverse population of staff and students.
11. Ability to respond effectively to changing needs and priorities showing initiative and flexibility.
12. Strong service orientation and the ability to meet the public graciously and tactfully. Strong customer service attitude and initiative.
13. Contributes toward creating a positive and respectful workplace defined by personal and professional competence, integrity and collaboration.
14. Record of developing and implementing new ideas in a complex, knowledge-creating organization.
15. Participate in the Libraries' assessment program by collecting, reporting, maintaining, and using data to support evidence-based decisions.

*Preferred Qualifications:*

1. Experience implementing and managing a discovery platform (e.g. Primo, WorldCat Local, WorldCat Discovery, Ebsco Discovery Search, Summon), preferred.
2. Experience with bulk loading of records and troubleshooting loading errors, preferred.
3. Familiarity with relational databases (SQL), preferred.
4. Familiarity with UNIX and shell scripting, preferred.
5. Experience with XML, XSLT, and/or web based APIs, preferred.
6. Working knowledge of one or more structured programming languages (e.g. PHP, Perl, Python, Java), preferred.

**Librarian III or IV**

**Librarian III salary floor - \$68,500**

**Librarian IV salary floor - \$77, 900. Salary commensurate with experience.**

**Application Instructions:**

Apply [online](http://careers.umass.edu/amherst/en-us/job/497891/discovery-resource-management-systems-drms-coordinator) at <http://careers.umass.edu/amherst/en-us/job/497891/discovery-resource-management-systems-drms-coordinator> and submit a letter of application, resume, and contact information (phone and email) for three professional references by April 5, 2019 for priority consideration. Applications will be accepted until the position is filled.

**Special Instructions to Applicants**

*UMass Amherst is committed to a policy of equal opportunity without regard to race, color, religion, gender, gender identity or expression, age, sexual orientation, national origin, ancestry, disability, military status, or genetic information in employment, admission to and participation in academic programs, activities, and services, and the selection of vendors who provide services or products to the University. To fulfill that policy, UMass Amherst is further committed to a program of affirmative action to eliminate or mitigate artificial barriers and to increase opportunities for the recruitment and advancement of qualified minorities, women, persons with disabilities, and covered veterans. It is the policy of the UMass Amherst to comply with the applicable federal and state statutes, rules, and regulations concerning equal opportunity and affirmative action.*