

Library Services Platform (LSP) Administrator II

FLSA Status: Exempt

Summary

Under the supervision of the IT Director and part of the IT Unit, called the Peninsula Library Automated Network (PLAN), the Library Services Platform (LSP) Database Administrator provides LSP support for 33 library sites within the Peninsula Library System (PLS) consortia; has the primary responsibility for the performance, integrity, and security of the LSP and integrated systems including database maintenance, system revisions, and updates, as well as associated products and services.

Organizational Impact

- Member libraries and the public rely on the uptime of the library services platform to access collections and electronic resources
- LSP requires constant configuration changes to meet the demand of updated and relevant library services or policies.
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This position is distinguished from the Library Services Platform (LSP) Administrator I by the amount of scripting and server management and experience. An LSP Administrator II works under general supervision and, within a framework of established procedures, is expected to independently perform a variety of more complex database and programming duties.

Essential Duties and Responsibilities:

- Maintains the LSP applications, data, structure and integrity troubleshoots issues; maintains configuration settings, files, tables, and network access; vendor SIP2 and API configuration and authorization; user accounts and associated permissions
- Performs periodic software upgrades to the library's LSP and prepares the LSP to implement new functions
- Provides connectivity support for all third-party applications which connect to the LSP such as but not limited to: discovery layer, patron authentication services, self-check machines, automated materials handling systems (AMH), text and telephone notification systems, and mobile applications
- Acts as primary contact with LSP, electronic resource and discovery layer vendors to resolve system issues and perform database and server maintenance tasks
- Act as lead in maintaining electronic resources, such as databases, eBooks and other digital assets that connect to the LSP
- Coordinates with Network and Systems Engineers in the maintenance of the LSP and other related servers

- Develops and uses scripts in industry standard programming and query languages (e.g., Python, SQL, HTML, etc.) retrieve, collate, analyze and update data; create and automate statistical reports; automate maintenance tasks; and import/export data from the LSP
- Runs monthly statistical reports for the LSP, all databases and mobile applications
- Performs advanced programming and creates relational databases as needed using data from the LSP and/or user input to publish statistical reports, data dashboards, and interactive forms on the Internet
- Responds to and resolves issues submitted by PLS and library staff via the helpdesk ticketing system

Other Job Duties:

- Attends committee and PLS group meetings to provide LSP feedback, make recommendations on best practices and implementing new policies and procedures that contribute and adhere to system standards for all PLS member libraries
- Coordinates with and advises committees in the maintenance and updating the LSP; bibliographic, patron and circulation data in the LSP; works with electronic resource vendors to implement database connections and patron authentication; maintain functionality and integrity of discovery platform
- Attends library conferences, reviews industry literature, and maintains relationships with colleagues and vendor representatives to stay current with library technologies and make recommendations which improve LSP functionality and access to resources
- Download e-resource records from various sources into the LSP and perform standard cataloging tasks to make resources accessible
- Oversees and assigns database support tasks to contractors as required
- Will be on-call 24x7 during one of every four weeks

This job description is not a complete list of potential duties. Employees will be required to follow other instructions and to perform other duties requested by their supervisor

	Required	Preferred
Education	Accredited Master's Degree in Library and Information Science, Information Systems, or closely related field Formal training in Python or JavaScript	Formal training in computer systems theory, networking, or cybersecurity
Experience	Three years of recent verifiable experience in LSP management Query and interact with large relational databases using SQL, One or more years writing scripts using Python, JavaScript, HTML and/or CSS	Two or more years working in a library IT, cybersecurity and/or systems management
Knowledge	Knowledge of standard library practices, policies, technologies and systems Knowledge of various operating systems and protocols including LinuxOS, SSH, FTP, SFTP, SIP2 and APIs Project management fundamentals Basic server maintenance How to manage and prioritize helpdesk tickets English usage, spelling, and grammar	Library applications of artificial intelligence (AI)
Skills and Abilities	Expert knowledge/experience in library service platforms <ul style="list-style-type: none"> - Ability to write CRUD (create, read, update and delete) programs or APIs in JavaScript or Python to automate tasks and produce statistical reports - Cataloging standards and practices - PostgreSQL, Ubuntu Linux OS - RESTful API and SIP2 management - Proficient in at least one scripting language - Knowledge of MARC and OCLC records - Understanding of Resource Description Formats (BIBFRAME, MARCXML, Dublin Core, MADS, MODS, EAD, EAC-CPF, OAI-ORE, PREMIS) - Basic server maintenance Excellent organizational, interpersonal, customer service and communication skills Adapts easily to a fast-paced environment with changing needs	Familiarity with library integrated library system software desirable, Innovative's Sierra in a public library setting preferable Ability to discern what information would be useful to librarians, staff and patrons

REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying

Work Environment and Physical Demands:

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts that require normal safety precautions typical of offices.