

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: AUTOMATION COORDINATOR**  
**DEPARTMENT: PUBLIC LIBRARY**  
**REPORTS TO: LIBRARY DIRECTOR**

**JOB CODE:**  
**DATE: 2/08**

**JOB SUMMARY:**

Coordinates the library's integrated automation system. Works with library management team to implement the library's technology plans. Serves as system administrator for library's integrated automation system; serves as liaison with hardware and software vendors; oversees maintenance of system hardware and software; coordinates staff training; troubleshoots computer problems for users.

**ESSENTIAL JOB FUNCTIONS:**

Oversees regular daily and weekly system maintenance operations on hardware and software.

Oversees regular daily and weekly system maintenance operations on public PCs and related time and print management systems.

Works as system administrator for library's integrated automation system; serves as liaison with vendor for hardware and software support; responds directly to staff for hardware and software support, evaluating problems, and, when necessary, consulting with the vendor for assistance per the maintenance contract.

Implements new system features; oversees system upgrades and enhancements; evaluates new software modules offered by the vendor, etc.

Troubleshoots technical problems with equipment that communicates with the library automation system.

Troubleshoots technical problems with staff computers and related peripherals and with the city telecommunications infrastructure; triages, solves, or forwards detailed and accurate descriptions to appropriate city personnel.

Maintains the Web-based library online public access catalog and develops the features and functionality of the Web site.

Implements new system features; oversees system upgrades and enhancements; evaluates new software modules offered by vendors for the automation system, the public PC time and print management system, the self check systems, the microfilm eCopy digital imaging system, ADA adaptive technologies, and the materials security system.

Compiles reports, statistics, and notices associated with the library's integrated automation system, the public PC time and print management system, self check systems, and internet databases.

Maintains library budget performance indicators report.

Serves as liaison for department with the city's data processing department; serves on committees as assigned; serves as liaison to school system.

Oversees overdue materials procedures and other interdepartmental procedures related to lost and missing materials.

Develops long-range automation goals and technology plans.

Maintains education in library science, management, and computer fields; attends courses, workshops, and conferences; keeps abreast of professional library literature.

Maintains and updates databases, including creating tables, performing queries, uploading and downloading files, creating forms, and defining and maintaining feature attributes.

Prepares reports, memos, and correspondence concerning areas of responsibility.

Interprets and explains library policies and procedures.

Prepares annual area budgets; interprets and monitors performance of contracts; reviews bill from vendor.

Participates significantly in the development and implementation of library policies, procedures, and long-range plans.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

|                                      |                          |          |
|--------------------------------------|--------------------------|----------|
| Personal Computer and/or Terminal    | CD-ROM Equipment         | Printers |
| Microfilm/Microfiche Reader/Printers | Barcode Readers          |          |
| Audiovisual Equipment                | General Office Equipment |          |

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Master's degree in Library/Information Science accredited by the American Library Association; three years of progressively responsible related experience or any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:** None.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:**

Library operations and administration.

Professional library principles and practices.

Modern practices of library automation.

Computer hardware and peripheral devices.

Various software applications programs.

Various software operating systems.

Design, operation, and configuration of local or wide area networks.

Principles and practices of budgeting.

Wide variety of public and scholarly information sources.

Trends relating to publishing, computers, and media.

All department policies, rules, and regulations.

In-house library collection as well as networked resources worldwide.

All client groups and the community as a whole and its various needs.

Policies, functions, and administrative operations related to area of assignment.

**Skills in:**

Communicating clearly and effectively, both orally and in writing.

Operating computer equipment and peripheral devices.

Maintaining database files.

Maintaining computer system hardware and software, including troubleshooting problems.

Reading, understanding, and interpreting technical information regarding computer operations.

Tact, discretion, initiative, and independent judgment.

Compiling statistics and analyzing data.

Independently organizing work, setting priorities, and following up on assignments.

Preparing reports and correspondence.

Formulating goals, objectives, and methods of evaluation.

Determining client needs.

Information retrieval.

Database searching.

**Mental and Physical Abilities to:**

Establish and maintain effective working relationships with staff, patrons, and other city departments.

Translate library requirements into data processing requirements.

Speak effectively before public groups and respond to questions.

Write reports, correspondence, and procedure manuals.

See and read a variety of complex information concerning hardware and software specifications and instructions.

Read, analyze, and interpret professional periodicals and journals.

Effectively utilize a wide range of in-house and remote information resources and technology.

Analyze information needs and select effective course of research.

Apply logical thinking to solve problems and accomplish tasks.

Perform duties while standing and stooping.

Occasionally lift light and heavy objects.

Use tools or equipment requiring a high degree of dexterity.

Distinguish between shades of color.

**Working Conditions:**

Work is performed in a library or computer room.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.