Web Services Librarian

Boston Public Library - Boston
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Position Overview

Under the supervision of the Online and Web Services Manager, and within the framework of goals, policies and procedures of the Library, assists in maintaining and supporting public services delivered through the Metro Boston Library Network and the Boston Public Library’s websites, with a special focus on information organization and usability. This position is part of the Division of Administration and Technology.

Reports to the Online and Web Services Manager

Scope of Responsibility

1. Coordinates and organizes content and services as part of the Boston Public Library’s online presence.

2. Assists in the development and design of all library-hosted web sites and other online properties. Plays an active leadership role in assessing and improving web site usability, organization, accessibility, accuracy, and currency.

3. Works as part of a team to document policies and procedures related to online content creation and design. Creates and maintains technical and project management documentation.

4. Collaborates extensively with library stakeholders to ensure that the content and services delivered to the public via the web and online services reflect and match the breadth of services, collections, exhibits, and events available at all locations of the BPL. Leads project teams as needed to complete web service initiatives.

5. Works with relevant library staff to ensure that the library’s brand identity is handled consistently across library websites and online presences. Collaborates on implementation and oversight of new communications tools identified and deployed through online services.

6. Maintains current knowledge of best practices, standards, and technologies related to web services. Applies applicable knowledge to existing and new services offered by the library.

7. Assists in the evaluation and implementation of new technologies and upgrades. Communicates updates on these activities to all key stakeholders as appropriate.

8. Works closely with vendors, partner institutions, staff, and the public to implement, modify, and maintain services in anticipation of changing needs.
9. Trains staff on web applications and services deployed by the web services department.

10. As a member of the Administration and Technology team, assists in implementing strategic, long range and Administration and Technology initiative plans.

11. Conducts usability studies and evaluates site analytics to determine if web services and applications are meeting the needs of our user groups.

12. Represents the library at city, state, or national meetings and conferences as assigned.

13. Performs related duties and functions as assigned

**Competencies**

1. Aptitude for assessing effectiveness of public library services, methodical troubleshooting of technical issues, and evaluating tasks based on the library’s core mission.

2. Ability to organize information for online consumption, ability to code in and provide basic troubleshooting of current html standards and a facility with at least basic usability design.

3. Ability to recognize and set priorities and to use initiative and independent decision-making skills.

4. Flexibility and adaptability, a willingness to embrace change, and a sense of humor.

5. Enthusiasm for work in a team environment and for cooperative interdepartmental projects.

6. Excellent communication, public speaking and presentation skills.

**Qualifications**

1. Education - Bachelor's Degree from a recognized college or university and a Master's Degree in Library and Information Science or equivalent from an accredited library school.

2. Experience - 4 years of public service and/or technical library experience or equivalent combination of education, experience and training sufficient to indicate ability to do the work.

Demonstrated proficiency in writing for the web and/or mobile platforms, public speaking, current and emerging web authoring and development tools and standards. Knowledge of and experience with established and developing programming procedures and languages preferred.

Strong familiarity with web application security, web accessibility standards, information architecture, content strategy for the web, and content management systems.

Demonstrated ability and skill in the administration and maintenance of web and other online platform tools.
**Requirements**

1. Ability to exercise good judgment and focus on detail as required by the job.

2. Residency - Must be a resident of the City of Boston upon the first day of hire.

3. CORI - Must successfully clear a Criminal Offenders Record Information check with the City of Boston.

**Terms:**

**Salary:** $54,116 - 72,989, DOQ. Competitive benefits

Hours per week: 35

Please refer to the Salary Information section on the Boston Career Center site for more information on compensation. For each Salary Plan, salaries are listed by Grade and Step.