The Library Network Newsletter
August 02, 2010

Page 2 - Job - Library Aide - Adult Services - Redford Township District Library

Page 3 - Job - Technology Librarian - Dexter District Library

Page 5 - Job - Technology Manager - Ypsilanti District Library

Page 6 - TLN Best Practice - Administrative Password Management
POSITION POSTING

POSITION: REGULAR PART-TIME LIBRARY AIDE – Adult Services

REPORTS TO: Head of Adult Services

QUALIFICATIONS:
Bachelor’s Degree from four-year accredited college or university.
Public library experience preferred with demonstrated knowledge of library materials and resources, including electronic databases, the Internet, and other software applications.
Enthusiasm and commitment to public service excellence.
Strong interpersonal, communication and technology skills.
Excellent reading skills and ability to locate materials throughout the library.
Ability to view and utilize library computer records.
Ability to listen and interact with all library patrons.
Ability to stand for extended periods of time as well as climb, stoop, bend, reach, lift, push and/or pull at least 20 pounds.

TYPICAL RESPONSIBILITIES:
Professional/paraprofessional duties as assigned by the Head of Adult Services.
Typical duties may include, but are not limited to:
Delivery of reference, information and reader’s advisory services for library patrons of all ages.
Delivery of computer assistance for library patrons of all ages.
Assist with collection development duties, including processing some materials.
Other duties as might be assigned.

HOURS: Regular part-time – 15 - 20 hours per week, includes some evenings, Saturdays/Sundays.

WAGES & BENEFITS: $12.00 per hour; pro-rated annual leave and holidays.

DEADLINE: August 25th or until filled.

REQUIREMENTS:
Physical (including drug screen) and background check.

Resume, references and completed Redford Township District Library Application
(application available on website: www.redfordlibrary.org under employment)

TO APPLY:

Resume and application to: Carol Deckert, Head of Adult Services
Redford Township District Library
25320 W. Six Mile Rd.
Redford MI 48240
FAX: 313-531-1721

7/30/2010
Position – Technology Librarian

Description - The Technology Librarian will ensure the smooth and efficient operation of the network system, automation system, telecommunications system and other technology within the Library. This includes circulation, library catalog and Internet workstations, staff computers, thin-clients and peripherals through regular oversight, maintenance and improvement strategies. The Technology Librarian serves as part of the Library’s management team and works with the Youth Services Librarian and Adult Services Librarian to produce the highest possible quality of library information and programming service to the community served by the Dexter District Library. This person is responsible for the implementation and maintenance of the Library’s technology products, provides standard reference assistance as well as answers patron questions regarding technology issues, develops and teaches technology classes for the public, performs web site development and maintenance and performs collection development activities.

Rate of Pay / Schedule – $40,000, full-time plus benefits

Requirements – Masters degree in library or information science from an ALA-Accredited school and experience teaching the public about technology and computers, web development experience and a positive customer service attitude. Significant interest in integrated on-line systems, LANs and WANs, telecommunications networks and application software is also sought.

Additionally, the Technology Librarian will possess the ability to:

- Provide quality, friendly customer service
- Manage Local Area Networks (LANs), including associated software
- Research and recommend technologies for a variety of library services
- Manage projects effectively
- Identify, analyze, research and solve technical problems
- Monitor and manage library technology systems
- Organize, prioritize and coordinate multiple tasks
- Design and maintain library web pages
- Communicate with staff, trustees, vendors and the public on the phone, in-person and in writing, in a professional and courteous manner
- Provide training and explain complex technical procedures to staff and public with patience and thoroughness
- Teach the use of PC applications, including word-processing, spreadsheets, databases, and Internet services and applications to novice users
- Plan and carry out work with minimal supervision
- Work variable hours and attend to occasional, unscheduled, after hours system malfunctions
- Plan and implement programming for library patrons
- Provide reference services for a general population in a public library setting
- Perform collection development and software selection in the public library setting
- Perform minor graphic design for web page and in-house electronic advertising

The Technology Librarian will also possess the physical ability to lift and carry 25 pounds, stamina to perform typical job duties and must be willing to work variable hours.
Essential Duties

The Technology Librarian will have the following major categories of responsibility:

Administrative Functions: The Technology Librarian will solicit bids for equipment and services, negotiate contracts with vendors and keep abreast of contract status and vendor performance. The Technology Librarian will monitor the Library’s expenses for hardware, software and maintenance and participate in the annual budget planning process. The Technology Librarian will document all procedures, upgrades, backups and purchases, document all existing network, hardware, and software installations and organize and maintain technology-related files, inventories and equipment.

Hardware/Software Support: The Technology Librarian will be responsible for the overall long and short range planning, development and implementation of all library technologies and computer systems, maintain system security and monitor virus protection with upgrades and new strategies, plan for system upgrades to hardware and software, keep current on technology, create, modify, and maintain various log reports, maintain security and stability of Library servers, audit event logs on all servers (email, web, file, Active Directory, wireless, automation, and wireless access servers) for possible errors or problems, update and maintain Internet filter server/software so that it remains affective in filtering public internet access on filtered thin-clients, update and maintain library website, including regular static pages, dynamic pages, and patron accessible electronic forms, perform software and hardware installation, configuration, upgrades, maintenance, back-ups and troubleshooting including installing patches and upgrades, resolving system errors and researching and applying software service packs.

Librarian Duties: The Technology Librarian will provide technical assistance and training classes to Library users, design and present programs for the general public on technology and Internet resources, participate in marketing and community outreach efforts for technology projects, select and maintain subscription access to a variety of electronic resources, select and maintain book and other material resources for the Library’s collection, provide traditional library reference services for a general population in a public library setting.

Professional Development

Maintain an interest in and current awareness of developments relevant to the position through professional journals, workshops, continuing education and conferences as well as represent the Library on relevant professional committees.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all job duties that may be performed by such a person.

Terms of Employment - The Library Director will determine the schedule. Employment is in good faith and at will. The salary, benefits, and termination of employment are in accordance with Board policy. There is a three-month probationary period.

Evaluation - The Library Director will evaluate performance of this job in accordance with Board Policy.

Applications – Applications will be accepted until the position is filled. Cover letters and resumes may be e-mailed to Paul McCann, Library Director at pmccann@dexter.lib.mi.us; faxed to 734-426-1217 or mailed directly to the Dexter District Library, 3255 Alpine St., Dexter, MI 48130.

Approved by the Board of Trustees, Dexter District Library
Date: 4/2/2007
Nature of Work/Responsibilities:
Under the general supervision of the Library Director, the Technology Manager is responsible for maintaining and supporting all of the library’s technological functions and services. This includes overseeing network infrastructure functionality and communication equipment; technology installations; troubleshooting technology problems; developing and maintaining departmental budget; evaluating and recommending technology upgrades; administering technology plan; providing technology training and supporting materials; communicating technology issues or ideas to appropriate contacts; troubleshooting and maintaining the Library’s software, hardware, and peripherals; and supervising the Computer Technician position.

Qualifications and Necessary Knowledge, Skills, and Abilities:
1. Bachelor’s Degree in Computer Science (or equivalent).
2. A minimum of three (3) years’ experience and significant interest in integrated on-line systems, LANs and WANs, telecommunications networks and application software.
4. Minimum 2 years Linux server support experience.
5. Experience with VLAN configuration and management
6. Experience with XTreme switches preferred.
8. Familiarity with public libraries or nonprofit organizations desirable.
9. Knowledge of LANs/WANs, online systems, telecommunication systems and software applications in addition to network hubs, bridges and routers.
11. Knowledge of budget administration and competitive bidding requirements.
12. Excellent oral and written communication skills.
13. Experience with project management.
14. Ability to define problems, collect data and draw valid conclusions.
15. Ability to diagnose and repair computer hardware and software using various tools and techniques.
16. Ability to maintain confidentiality, interpret and apply laws, regulations and policies.
17. Ability to organize, prioritize and coordinate multiple tasks with limited resources and within deadlines.
18. Ability to read, understand and analyze technical manuals to compare resources.
19. Ability to identify needs, develop policies and procedures and develop a long-term technology plan, including purchasing recommendations.
20. Ability to train individuals and groups at various levels of expertise/understanding.
21. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants and library patrons.
22. Ability to work independently.
23. Ability to work flexible hours.
24. Ability to be available on call.

Salary and Benefits:
Salary starting at $50,000. Salary is commensurate with experience. YDL offers generous paid time off plus family health, dental, and vision benefits. Employer retirement contribution begins after one year.

Send resume, cover letter, and YDL application form (available online at www.ypsilibrary.org) no later than Friday, August 13, 2010 to:
Library Director
Ypsilanti District Library
5577 Whittaker Road
Ypsilanti, MI 48197

The Ypsilanti District Library is an Equal Opportunity Employer.
ADMINISTRATIVE PASSWORD LIST MANAGEMENT

Keeping up-to-date password lists for your network is a top priority. A password list should be maintained by at least two trusted library staff and/or technology professionals. This will help maintain the accuracy of the list to ensure it is kept up-to-date.

It is recommended that a master hard-copy of the list be stored in an onsite safe accessible only by upper management. The hard copy list should be replaced after any password change. A digital copy should be kept securely in a network location accessible only to the individuals that maintain the list. The digital list should be encrypted and password protected at the local file level.

- Passwords should be changed at a minimum of every 90 days.
- In the event of a staff change, in regards to those who maintain or have access to the list, all passwords should be changed immediately.
- Lists can be created and maintained using programs such as Microsoft Excel 2007 or Microsoft Access 2007. Security options within these programs should also be used to password protect and encrypt the information.
- The list need only contain an administrative level of passwords. Individual/Personal user passwords should not be kept in the list.
- Never print the list for any reason other than replacing the Master Hard-Copy.
- When printing the Master Hard-Copy, print to a locally attached printer within sight.
- Never store the password list on removable media (i.e. USB Drives, CD-ROMs, Floppy Disks, etc.)
- Never write down passwords from the list.
- Create protected sub-lists to share with other IT staff based on their need-to-know criteria. A Microsoft administrator does not need to know the passwords to the Linux servers or Network equipment unless he/she is also the Linux/Network administrator.
- Share passwords with outside vendors or contractors on a need-to-know basis dependent on their technology responsibility for your library. In a Directory based environment, create special user accounts for vendors with their own unique user accounts allowing only privileges needed for their role. Deactivate the account when no longer used.

MINIMUM PASSWORD COMPLEXITY

The password should at least:

- Contain eight characters or more
- Contain characters from two of the following three character classes:
  1. Alphabetic (a-z, A-Z)
  2. Numeric (0-9)
  3. Punctuation and other symbols (@#$%^&*()_~+|\`{}[]:";'<>?,./)