



TETON COUNTY LIBRARY INFORMATION TECHNOLOGY ASSESSMENT REQUEST FOR PROPOSALS

A. OBJECTIVE

The Teton County Library is seeking letters of interest from qualified consultants or consultant teams to work with its Library Director and Assistant Library Director to assess the Library's Information Technology Division and services it provides.

The Library will engage a Consultant with experience in assessing and evaluating library IT programs and services. The Library seeks to understand how to best manage its IT program and services through the appropriate staffing level and expertise; scope of IT services offered (internally and for the public), including performance and delivery for a county public library of its size and community demographic.

B. BACKGROUND

The Teton County Library serves Teton County, Wyoming (population: 22,325). Teton County is located in the northwestern-most corner of the state. The Library's collection is 115,000 items, with an annual circulation of nearly 375,000 items. The staff consists of 62 employees (43 FTE) who work in both the recently remodeled and expanded Main Library in Jackson (35,000 square foot facility), which is open 7 days a week for 64 hours. The Teton County Library also operates a branch library in Alta, (2,400 square feet), serving a community of 450. This facility is open 5 days a week for 32 hours. The Teton County Library is a member of the State of Wyoming WYLD Library Network. The WYLD Library Network provides a shared ILS and a suite of state-purchased databases and downloadable content for all public and academic libraries in the state. Teton County Library, which has an annual operating budget of \$3.8 million, is in sound financial shape due to the fiscally responsible efforts of the Teton County Commissioners, Teton County Library Board and administration. The Teton County Library Foundation and Friends of the Teton County Library provide supplemental financial support which makes possible program and service enhancements.

C. SCOPE OF WORK

Teton County Library is seeking an experienced professional Consultant to perform, and/or assist with the following:

1. Assessing and evaluating all current IT functions and Library technology that serves staff and the general public; including all equipment, software, website, database management and virtual systems.

2. Creating a technology plan that assesses the library's current technology and identifies future needs for internal and public technologies and systems for the next three years. The plan would also include an equipment replacement timeline with estimated costs for budgeting purposes.
3. Providing IT staffing recommendation based upon best practices for a county library serving a comparable size population with a shared ILS.
4. Identifying IT operations that should be managed "in house" and those that should be outsourced, virtual or aligned with the existing Teton County IT Division.
5. Preparation of a summary report with recommendations to be delivered to Library Administration and the Teton County Library Board.

Included in the summary report should be:

- a. Specification of a built-in process of regular review, evaluation and adjustment to the recommendations resulting from changes in the economic, demographic or political climate.

Please refer to Exhibit A for basic information on existing technology infrastructure, software, hardware and peripherals. Please refer to Exhibit B for information on for Library IT staffing.

The Consultant will deliver all raw and summary data to the Teton County Library at the conclusion of the assessment process.

D. PROPOSAL CONTENT REQUIREMENTS

1. A cover letter providing a brief description of the firm or individual name, address of consultant, telephone number, and email of principal contact person.
2. An executive summary of the highlights of the proposal, not to exceed one page in length, conveying the consultant's understanding of the purpose and expected outcomes of the project.
3. A list of key personnel who would be involved in the process and their expertise/experience. If you plan to contract with a third-party vendor, please identify what firm you plan to use and for what portions of the project.
4. A summary of the consulting firm's qualifications and relevant experience. The successful firm and any contractors will have demonstrated expertise in library or community organization operations, services, trends and functions as well as strategic planning experience.
5. A work plan that includes a description of the specific methodology (processes and tools to be used), tasks, timeline and estimated total amount of time that would be spent on the project.
6. Exclusions or exceptions. Note any parts of this proposal that are beyond the expertise of the consultant, or, would be better handled by local library staff. Note expected time commitment of library staff.
7. A sample, if available, of one or more final IT Assessments and Technology Plan Document(s) created by your team.
8. A schedule of costs that includes: consulting; supplies; number of onsite visits and cost per trip; and other costs associated with the assessment process. Costs for data gathering and analysis must be listed separately.

9. References and contact information for up to three organizations for which the facilitator has provided information technology assessment services, and who will be willing to discuss their experience with the firm.

E. RFP STANDARDS AND SELECTION CRITERIA

1. The Teton County Library reserves the right to cancel the award of contract at any time before the execution of the contract by both parties. The responding consultants bear sole risk and responsibility for costs incurred in the preparation of the proposal.
2. No Library Board or staff member shall have a financial interest in this proposal.
3. In cases of dispute over difference of opinions as to the services in the proposal, the decision of the Teton County Library shall be final.
4. The Teton County Library reserves the right to ask for clarification in the proposal if need arises, and, to select a planning consultant based directly on the proposal or to negotiate further with one or more respondents.
5. The Teton County Library reserves the right to reject any or all responses to the RFP.
6. The proposal will be evaluated by the Teton County Library Director and Assistant Director and will include the following criteria:
 - i. Responsiveness of the written proposal to the purpose and scope of the project.
 - ii. Demonstrated knowledge, skills and experience in conducting IT assessment and Technology Plan projects.
 - iii. Methodology and timeline for carrying out tasks in the scope of work. (e.g. clear definition of processes and tools which will be used by the consultant during the process).
 - iv. Qualifications, experience and availability of key personnel, including knowledge of public libraries/organizations.
 - v. Range of experience in leading IT assessments and technology plan development.
 - vi. Reasonableness of cost proposal in relation to the scope of services.
 - vii. Ability to meet deadlines and operate within budget.
 - viii. Positive experience and success in IT assessment and technology plan development; satisfactory performance record (references).
 - ix. Clear availability of the firm to complete the process by July 2018.

The Teton County Library anticipates selection of the consultant in early May 2018, and may interview two or more consultants as part of the selection process. As part of the interview, each respondent will be expected to make a short presentation on the firm's experience and approach to the project. Each respondent should also be prepared to answer questions related to their experience and their proposal.

The Teton County Library Board has final authority to authorize funding and approve a contract with the selected consultant. The Teton County Library reserves the right to reject any and all proposals, waive irregularities and technicalities, and make an award in the best interest of the library.

F. TIMELINE

1. All firms considering responding to the RFP, should submit a letter of intent no later than **March 30, 2018**.

A confirmation from the Library will be sent after the receipt of each letter of intent. The purpose of the letter of intent is, in part, to ensure all interested firms are notified of any potential amendments, clarifications, addendums, etc.

Letters of intent may be submitted via email to Valerie L. Maginnis at vmaginnis@tclib.org.

2. All questions or requests for additional information must be received in writing via email to the Library Director no later than **April 4, 2018**. All questions and answers will be distributed thereafter to every firm that submitted a letter of intent.
3. Full proposals should be submitted no later than **April 20, 2018 at 3pm MST**. Proposals should consist of one physical copy and one electronic copy in PDF format, submitted to the Library Director:

Valerie L. Maginnis, Library Director
Teton County Library
P.O. Box 1629
Jackson, Wyoming 83001
vmaginnis@tclib.org

4. Interviews are anticipated to be scheduled **April 25 – April 27, 2018**.
5. Selection of consultant and finalizing contract is expected to be completed in **early May 2018**.
6. A draft report/plan and executive summary are to be submitted to the Library Director three weeks in advance of the final deliverable due date.
7. Final deliverable to be presented in person at the **June 21, 2018** Teton County Library Board meeting.



TETON COUNTY LIBRARY

Exhibit A - CURRENT LIBRARY TECHNOLOGIES

Hardware Overview

Category	Additional Information
Wireless Networks	Jackson Main Library & Alta Branch
Wired Networks	Jackson Main Library & Alta Branch
Firewalls	Jackson Main Library & Alta Branch
Servers	Jackson Main Library & Alta Branch
Phone System	Jackson Main Library & Alta Branch
Staff PCs	Windows 10
Staff Notebooks	Some assigned to specific staff; some to borrow among all staff
Staff Printers	HP printers
Staff All-in-One Copier, Printer, Scanner, Fax	Leased
Barcode Scanners	Jackson Main Library & Alta Branch
Thermal Receipt Printers	Jackson Main Library & Alta Branch
Public Internet PCs (adult & youth)	Jackson Main Library & Alta Branch
Public Youth Laptop lending	Linux; in-library use only
Public Computer Lab PCs	Jackson Main Library
Public Printers	Jackson Main Library & Alta Branch, HP printers
Public Fax Machine	Jackson Main Library
Public Scanners	Jackson Main Library
Public All-in-One Copier, Scanner, Fax	Leased
Public Self Checkers	Jackson Main Library & Alta Branch
Public Library Catalog	Jackson Main Library & Alta Branch
Public Self Service Printing Coin Boxes	Jackson Main Library
Public Gaming Consoles	Jackson Main Library, Xbox and PS3
Public DVD Players	Jackson Main Library
Auditorium AV	Jackson Main Library – Ordway Auditorium – Crestron system built in screen for projecting presentations and DVDs; handheld and lapel microphones Jackson Youth Wing Auditorium – Projector for presentations and DVDs Computer Lab –Projector for presentations
Hotspots	10 Verizon hotspots for public circulation
Projector	1 projector for public circulation
Nooks	Nooks with preloaded titles for public circulation

Software Overview

Category	Additional Information
Integrated Library System (ILS)	Sirsi Dynix (Enterprise) via remote connection to Wyoming library consortium
Staff Software	Office 2016 Zimbra email and calendaring When I Work public service scheduling PDF programs Filemaker Pro for acquisitions & collection management, work order requests, timecards Confluence (internal wiki) Softros IM (Instant Messenger) Quickbooks Volgistics Last Pass password management Adobe graphics software Remote access software Camtasia recording software
Public Services Software	Office 2016 Cybrarian Room and PC reservations, print release
TCL Website	Web Server: Linux, Apache Database: MySQL & PHPMyAdmin CMS: PHP SSL certificate WHM management Google Analytics ExpressionEngine
Antivirus	Jackson Main Library & Alta Branch
Antispam	Jackson Main Library & Alta Branch
Backup	Jackson Main Library & Alta Branch



TETON COUNTY LIBRARY Exhibit B - INFORMATION TECHNOLOGY TEAM

Teton County Library's Information Technology Team currently consists of the following positions:

1. Information Technology Manager
2. Network Specialist
3. Systems Specialist – User Support
4. Database Programmer/Analyst
5. Web Developer

As of March 2018, the IT Manager position is vacant and the Network Specialist has announced his intention to retire on May 11, 2018.

In 2017, job descriptions for all Teton County Library positions were updated with Teton County's Human Resources Director and the county's HR consultant to ensure:

- Accurate description of position responsibilities and qualifications;
- Alignment with similar positions in the public library field; and
- Where applicable, alignment with similar positions in Teton County government.

The library's information technology team job descriptions reflect alignment with IT positions in other Teton County government departments, such as the County's IT division and Teton County Sheriff's Office.

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Position Description

Job Title:	IT Manager	Last updated:	July 2017
Division:	Information Technology	Classification:	Exempt
Reports to:	Assistant Library Director		

FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.

Job Summary

Under limited supervision, plans, develops, and implements stable, secure, and reliable Information Technology (IT) systems for the library; manages staff, coordinates system maintenance, and assures the efficient development and management of IT systems and infrastructure.

Primary Duties and Responsibilities

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Plans and manages the staff and activities of the IT department for the library; manages and maintains the IT networks, systems, hardware, software, and budgets; duties may vary according to job assignment and work skills.
- Advises library management on IT solutions and technology systems; translates operational needs to IT solutions, evaluates technology systems, and creates plans for developing and managing technology assets.
- Plans and manages the continuous development, operation, and maintenance of IT systems, including databases, hardware and software, telecommunications, and system design; oversees the integration of new and revised software applications and security solutions; assures compliance with state and federal regulations.
- Oversees the integration of new and revised software applications and security solutions; assures compliance with state and federal regulations.
- Monitors IT infrastructure, system environment, access, security, functionality, and utilization; resolves traffic, security, and access problems; assures optimum performance and system integrity; detects and corrects software and operational errors; maintains system stability, data integrity, and maximum uptime.
- Maintains equipment, computers, and software; troubleshoots malfunctions and corrects them according to standard procedures; inspects and repairs work stations, and develops hardware replacement schedules.
- Develops data recovery, disaster recovery, data storage, and business continuity plans and procedures; assures functionality, compatibility, and effective performance of IT systems with rest of IT team.
- Documents work completed through all stages of the development life cycle; maintains work log of service requests, equipment malfunctions, errors and failures, and technical configurations; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures, and policies.
- Responds to the needs and inquiries of users; identifies problems, explains IT issues, and develops and deploys solutions; assures IT systems meet the business and operational needs of the library.
- Compiles, analyzes, and reports IT functionality data and operational information; evaluates usage trends, and meets with system stakeholders to develop plans to meet future needs.
- Reviews, evaluates, prioritizes, and assigns IT service requests.
- Manages, trains, mentors, and evaluates IT staff; assigns duties, responsibilities, and resources; meets with staff to resolve priorities, workload, resource allocation, technical issues, and quality standards.

- Exercises independent judgment within broad policy guidelines; evaluates and analyzes technical issues and policies, develops plans and solutions, and advises on specialized areas of technical expertise.
- Maintains project files, documents, and records; prepares reports on program activities and performance.
- Resolves customer service issues with other library divisions and outside government agencies.
- Supports the relationship between the library staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and library staff; maintains confidentiality of work-related issues and library information; performs other duties as required or assigned.

Minimum Qualifications

Education and Experience:

- Bachelor's Degree in Computer Science, or related field; **AND** six years' experience managing IT system operations, including supervisor experience; **OR** equivalent combination of education, training, and experience.

Required Licenses and Certifications:

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.
- Microsoft (MCITP/MCSE/MCSA), Cisco (CCNA/CCNP/CCSP), and other professional IT certifications are desirable.
- Additional technical skills training and certifications may be required for some incumbents.

Required Knowledge of:

- Library organization, operations, policies, and procedures.
- State and federal regulations governing technology functions in a secure public sector environment.
- Software applications and operating systems used at the library.
- Principles and practices of IT project planning, technology management, system development, and systems integration in a government environment.
- Principles and practices of network administration, access and security standards, troubleshooting techniques, and internet technical knowledgebase services.
- Administration and maintenance principles of network operating domains, and relational databases.
- Maintenance and repair standards for servers, routers, firewall, filters, remote site connections, and Virtual Private Networks (VPN).
- Safety rules and regulations, occupational hazards, and safety precautions in IT work sites.
- Principles and practices of public sector administrative management, including performance management, personnel rules, accounting, budgeting, and procurement.
- Techniques and practices for efficient and cost-effective management of resources.

Required Skills in:

- Analyzing complex data and information system problems, evaluating alternatives, and recommending methods, procedures, and techniques for resolution of technical issues.
- Working independently in a technical environment with interlinked and changing priorities.
- Analyzing equipment and system malfunctions, and developing effective solutions.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Coordinating the implementation of technology projects.
- Using initiative and independent judgment within established procedural guidelines.
- Assessing and prioritizing multiple tasks, projects and demands.
- Managing staff, delegating tasks and authority, and coaching to improve staff performance.
- Establishing and maintaining effective working relationships with other staff.
- Communicating effectively verbally and in writing.

Physical Demands/Work Environment:

- Work is performed in a standard office and around library facilities; full manual dexterity and visual acuity are required to work in confined spaces and use precision tools and equipment; requires vision capacity to perform fine calibrations and differentiate between colored wires.

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Position Description

Job Title:	Network Specialist	Last Updated:	July 2017
Division:	Information Technology	Classification:	Non-Exempt
Reports To:	Information Technology Manager	Status:	

FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.

Job Summary

Under general supervision, plans, administers, installs, configures, maintains, and supports the computer network infrastructure and applications for the library; oversees Information Technology (IT) network and server systems, technical support, daily operations, maintenance, and troubleshooting; works to assure network resources are available, reliable, and efficient. Research technology template solutions.

Primary Duties and Responsibilities

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Plan, administers, oversees, maintains, and upgrades network systems, hardware, peripherals, and applications for the library; provides technical support, and resolves network and customer problems within scope of authority and training; duties may vary according to job assignment.
- Oversees network connectivity, security, user access, file servers, peripheral equipment and County applications; monitors and maintains network and server infrastructure, performs network system maintenance and updates; assures network connectivity is available, reliable, and efficient.
- Monitors network functionality and utilization; researches security and access problems and develops solutions; detects and corrects errors; monitors and verifies data backups; identifies technical problems which need to be addressed by improved procedures and work standards; researches new technology.
- Monitors network environment, access, security, functionality, and utilization; resolves traffic, security, and access problems; detects and corrects software and operational errors; monitors system performance and fine-tunes system to maintain system stability, data integrity, and maximum uptime. Maintain security for network and employee computers, and patron privacy for public users on the same LAN.
- Identifies problems, and diagnoses and troubleshoots operational issues in the network infrastructure; monitors and enforces security protocols; consolidates, configures, and optimizes network system and servers.
- Maintains all Library equipment, computers, and software; troubleshoots malfunctions and corrects them according to standard procedures; inspects and repairs work stations.
- Documents work completed through all stages of the development life cycle; maintains work log of service requests, equipment malfunctions, errors and failures, and technical configurations; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures, and policies.
- Maintains project files, documents, and records; assists with preparing and monitoring budgets; prepares reports on program activities and performance.
- Research technologies projects and implements solutions, as requested.
- Supports the relationship between the library staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and library staff; maintains confidentiality of work-related issues and library information; performs other duties as required or assigned.

Minimum Qualifications

Education and Experience:

- Associate's Degree in Computer Science, or related field; **AND** four years' computer system administration experience; **OR** equivalent combination of education, training, and experience.

Required Licenses and Certifications:

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.
- Must obtain Cisco (CCNA) within one year of hire date.
- Additional technical skills training and professional IT certifications may be required for some incumbents.

Required Knowledge of:

- Library policies and procedures.
- Principles and practices of network administration, access and security standards, troubleshooting techniques, and internet technical knowledgebase services.
- Protocols and standards for data communication, network architecture, system configuration, and interfaces.
- Software applications and operating systems used at Teton County Library.
- Principles and practices of IT project planning, technology management, system development, and systems integration in a government environment.
- Administration and maintenance principles of network operating domains, and relational databases.
- Maintenance and repair standards for servers, routers, firewall, filters, remote site connections, and Virtual Private Networks (VPN).
- Safety rules and regulations, occupational hazards, and safety precautions in IT work sites.

Required Skills in:

- Analyzing network system problems, evaluating alternatives, and recommending methods, procedures, and techniques for resolution of technical issues.
- Working independently in a technical environment with interlinked and changing priorities.
- Analyzing equipment and system malfunctions, and developing effective solutions.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Research and implementation of technology projects.
- Using programming and data defining languages specific to the network environment.
- Using initiative and independent judgment within established procedural guidelines.
- Assessing and prioritizing multiple tasks, projects and demands.
- Establishing and maintaining effective working relationships with other staff.
- Communicating effectively verbally and in writing.

Physical Demands/Work Environment:

- Work is performed in a standard office and around library facilities; full manual dexterity and visual acuity are required to work in confined spaces and use precision tools and equipment; requires vision capacity to perform fine calibrations and differentiate between colored wires.

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Position Description

Job Title:	Systems Specialist - User Support	Last Updated:	July 2017
Department:	Information Technology	Classification:	Non-Exempt
Reports To:	Information Technology Manager		

FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.

Job Summary

Under basic supervision, provides first-responder technical support functions for the Teton County Library; supports Information Technology (IT) network systems, technical support, daily operations and maintenance; troubleshoots and resolves problems, and maintains computer systems, applications, workstations, peripherals, and voice technologies. Research technology solutions templates.

Essential Duties and Responsibilities

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Responds to client inquiries and requests for service; interviews user to collect information about technology problems and technical issues, and leads user through diagnostic procedures to determine source of error; defines problems, researches and isolates error sources, and implements technical solutions to resolve user problems within scope of authority and training; duties may vary according to job assignment and work skills.
- Provides technical support, training, and assistance to employees; explains IT issues, and deploys solutions according to County Library standards, guidelines, and procedures; repairs and replaces hardware and updates software; follows up with users to assure the optimal functionality of the users' systems.
- Refers complex problems which are beyond the skills of the Systems Specialist to senior technical staff, and tracks the problem until it has been resolved.
- Maintains all Library equipment, computers, and software; troubleshoots malfunctions and corrects them according to standard procedures; inspects and repairs work stations.
- Assists with maintenance of network systems, hardware, peripherals, and applications; provides technical support, and resolves network and customer problems; researches new technology, proposes solutions and implements.
- Identifies problems, and troubleshoots operational issues in the network; monitors and enforces security protocols, and updates network systems.
- Documents work completed; maintains work log of service requests, equipment malfunctions, errors and failures; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures, and policies.
- Maintains project files, documents, and records; maintains inventory records on hardware, software, and IT resources; prepares reports on program activities and performance.
- Assists with data recovery, disaster recovery, and data storage; assures functionality, compatibility, and effective performance of IT systems.
- Supports the relationship between the library staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and library staff; maintains confidentiality of work-related issues and library information; performs other duties as required or assigned.

Minimum Qualifications

Education and Experience:

- Associate's Degree in Computer Science, or related field; **AND** three years' technical support and computer system administration experience; **OR** equivalent combination of education, training, and experience.

Required Licenses and Certifications:

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.
- Must obtain CISCO Certified Entry Networking Technician (CCENT) within six months of hire date.
- Microsoft (MCITP/MCSE/MCSA), Cisco (CCNA/CCNP/CCSP), and/or other professional IT certifications are desirable.
- Additional technical skills training and certifications may be required for some incumbents.

Required Knowledge of:

- Library policies and procedures including security protocols.
- Knowledge of Linux (used in PC imaging)
- Networked computer system environments and peripheral device capabilities.
- Hardware, software, voice systems, and peripheral equipment troubleshooting techniques.
- Technical support principles, processes, and standards.
- Workstation applications, operating systems, and special software applications used at the library.
- Administration and maintenance principles of network operating domains, and relational databases.
- Safety rules and regulations, occupational hazards, and safety precautions in IT work sites.

Required Skills in:

- Diagnosing and resolving technical problems in a network environment.
- Assessing customer support needs, and implementing effective solutions.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Using tools, equipment, and procedures for installing, repairing, and maintaining computer software, hardware, and peripherals in a multiple operating system environment.
- Providing technical support and training to library personnel.
- Working independently in a technical environment with interlinked and changing priorities.
- Establishing and maintaining effective working relationships with other staff.
- Communicating effectively verbally and in writing.

Physical Demands/Work Environment:

- Work is performed in a standard office and around library facilities; full manual dexterity and visual acuity are required to work in confined spaces and use precision tools and equipment; requires vision capacity to perform fine calibrations and differentiate between colored wires.

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Position Description

Job Title:	Database Programmer/Analyst	Last Updated:	July 2017
Division:	Information Technology	Classification:	Non-Exempt
Reports To:	Information Technology Manager		

FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.

Job Summary

Under general supervision, designs, programs, maintains, and administers computer databases and Information Technology (IT) systems; performs Data Base Administrator (DBA) duties to identify IT needs, and facilitate business management operations for the Teton County Library.

Primary Duties and Responsibilities

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Uses skills as Data Base Administrator (DBA), and knowledge of Information Technology (IT) systems and business management operations to develop and administer databases and other IT systems.
- Designs, programs, maintains, and administers databases and IT systems to support business operations; administers database software applications and infrastructure; and assures the integrity, security, and effective performance of database systems and applications
- Analyzes business processes to identify operational needs, and opportunities for new automation support in order to improve administrative and technical functions; consults with stakeholders to design improved workflow and IT support systems and procedures; meets regularly with operations staff to discuss and resolve priorities, problems, objectives, resource allocation, and technical issues.
- Creates and maintains specialized interfaces between library and state shared IT systems; programs library applications to share data, simplify data sorting and reporting, and improve flexibility of system operations.
- Evaluates and analyzes database issues, and recommends and implements solutions; manages and maintains databases; assesses database capacity and utilization trends, and recommends improvements.
- Monitors system, and re-organizes database as required to enhance performance and assure maximum uptime; performs database trouble-shooting to diagnose, resolve, and repair system problems.
- Manages the installation, configuration, and maintenance of database applications and servers; documents changes, and resolves configuration and connectivity issues, and other traffic, security, and access problems.
- Develops plans for improved management and expansion of database resources.
- Maintains equipment, computers, and software; troubleshoots and corrects malfunctions; enforces technology policies and system controls; identifies hardware and software needs, and recommends improvements.
- Documents work completed through all stages of the development life cycle; maintains work log of service requests, equipment malfunctions, errors and failures, and technical configurations; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures, and policies.
- Maintains project files, documents, and records; prepares reports on program activities and performance.

- Supports the relationship between the library staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and library staff; maintains confidentiality of work-related issues and library information; performs other duties as required or assigned.

Minimum Qualifications

Education and Experience:

- Bachelor's Degree in Computer Science, or related field; **AND** four years' computer system administration and programming experience; **AND** MLS or relevant library experience **OR** equivalent combination of education, training, and experience.

Required Knowledge of:

- Library systems, particularly circulation, collection development and technical services.
- Principles and practices of database administration, including data communications protocols, security procedures, system component integration, access and security standards, troubleshooting techniques, software and system documentation procedures, and internet technical knowledgebase services.
- Troubleshooting techniques for multiple network operating domains, relational databases, and web- and windows-based software applications.
- The design and integration of relational databases, software applications, database operating systems, and other technical applications unique to Teton County Library.
- Database performance tuning techniques, and backup and recovery procedures.
- Networked computer system environments and device capabilities.
- Maintenance standards for relational databases, network operating systems, and servers.
- Project planning, business analysis and management principles.
- Safety rules and regulations, occupational hazards, and safety precautions in IT work sites.

Required Skills in:

- Analyzing database and IT system problems, evaluating alternatives, and recommending methods, procedures, and techniques for resolution of technical issues and improving business operations.
- Researching, analyzing, and evaluating computer database applications, procedures, and techniques, including data attribute management.
- Installing, maintaining, modifying, and upgrading database systems; and identifying and resolving computer database operational and security problems in a multiple operating system environment.
- Software development
- Interface design
- Analyzing equipment and system malfunctions, and troubleshooting computers and software applications.
- Working independently in a technical environment with interlinked and changing priorities.
- Coordinating and documenting the implementation of technology projects.
- Using programming and data defining languages specific to the network environment.
- Using initiative and independent judgment within established procedural guidelines.
- Assessing and prioritizing multiple tasks, projects and demands.
- Establishing and maintaining effective working relationships with other staff.
- Communicating effectively verbally and in writing.

Physical Demands/Work Environment:

- Work is performed in a standard office; full manual dexterity and visual acuity are required to work in confined spaces and use precision tools and equipment; requires vision capacity to perform fine calibrations and differentiate between colored wires.

TCL Core Values...

Respect

Collaboration

Focus on Results



TCL is the community's open door to a world of opportunity and fulfillment through resources, programs and services that connect, inspire and educate.

Position Description

Job Title:	Web Developer	Last Updated:	July 2017
Division:	Information Technology	Classification:	Non-Exempt
Reports To:	Information Technology Manager		

FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.

Job Summary

Under general supervision, develops, creates, and modifies website content for the Teton County Library; designs, develops, and programs web applications, and enhances visual appeal and functionality; uses a variety of Information Technology (IT) tools to manage online content.

Primary Duties and Responsibilities

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Develops custom solutions for departments to improve the marketing and delivery of online programs and services; develops, creates, and modifies website content; resolves problems within scope of authority, and exercises independent judgment within library policy guidelines.
- Consults with users to define concepts, and identify priorities; develops new and revised website content that is functional, user-friendly, and visually appealing.
- Develops web applications using a variety of IT tools; designs components and elements, and develops and designs web pages, applications and graphic interfaces; tests and debugs programs to assure applications meet quality and functionality protocols, and industry standards.
- Plans, designs, develops, implements, programs, tests, and maintains library websites, services, and specialty applications; recommends enhancements, priorities, and modifications to web applications.
- Monitors websites' performance and functionality; tracks and reports utilization activity and site traffic statistics; optimizes website to maximize content exposure; develops and manages content management system.
- Compiles and analyzes user statistics and website analytics, and develops status and summary reports; performs routine website and server maintenance; researches new technology.
- Documents work completed through all stages of the development life cycle; maintains work log of service requests, website malfunctions, failures, and technical configurations; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures, and policies.
- Trains library staff in use of content management system and web applications; facilitates cross-training, and assists IT Technicians as needed.
- Maintains project files, documents, and records; assists with preparing and monitoring budgets; prepares reports on program activities and performance.
- Supports the relationship between the library staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and library staff; maintains confidentiality of work-related issues and library information; performs other duties as required or assigned.

Minimum Qualifications

Education and Experience:

- Bachelor's Degree in Computer Science, or related field; **AND** four years' website administration experience; **OR** equivalent combination of education, training, and experience.

Required Licenses and Certifications:

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.
- Specific technical skills training and certifications may be required.

Required Knowledge of:

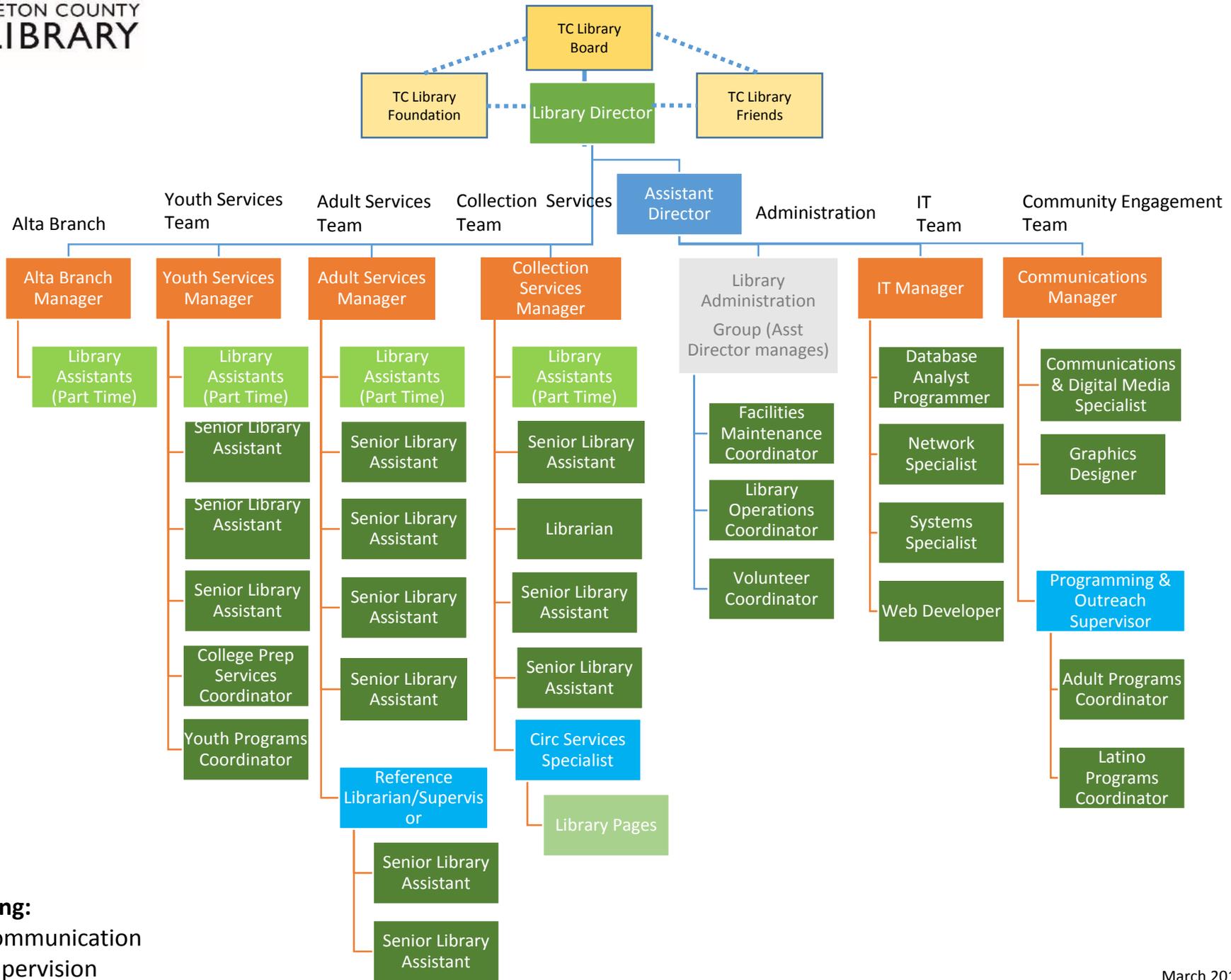
- Library policies and procedures.
- Principles and practices of network administration, access and security standards, troubleshooting techniques, and internet technical knowledgebase services.
- Protocols and standards for data communication, network architecture, system configuration, and interfaces.
- Software applications and operating systems used at Teton County.
- Web editing, scripting, graphics, and programming techniques, including object-oriented programming.
- Administration and maintenance principles of multiple network operating domains, relational databases, and web- and windows-based software applications.
- Database and web application domain-specific programming languages.
- Safety rules and regulations, occupational hazards, and safety precautions in IT work sites.

Required Skills in:

- Analyzing website issues, evaluating alternatives, prioritizing solutions, and developing methods, procedures, and techniques for resolution of technical issues.
- Working independently in a technical environment with interlinked and changing priorities.
- Developing web pages and web site design concepts and user interfaces.
- Maintaining internet and intranet security procedures.
- Installing, configuring, testing, operating, and maintaining web application software.
- Following and effectively communicating technically complex instructions.
- Assessing and prioritizing multiple tasks, projects and demands.
- Establishing and maintaining effective working relationships with co-workers.
- Communicating effectively verbally and in writing.

Physical Demands/Work Environment:

- Work is performed in a standard office and around library facilities; full manual dexterity and visual acuity are required to work in confined spaces and use precision tools and equipment; requires vision capacity to perform fine calibrations and differentiate between colored wires.



Reporting:
 Communication
 ——— Supervision