



DIGY

DIGITAL TRANSFORMATION FACILITATOR

This profile was developed as a technical profile that would provide digital support in different types of libraries. Specifically, **this profile will help the library and their colleagues transition into the digital era**. They will focus on supporting the implementation of new digital processes in the library whether that is regarding library systems, digital work tools for the staff, research and training, or digitisation. Thus, the DigComp 2.1 headings are used in this profile as well however, there is a higher expectation in terms of the level of proficiency that this profile must have.

As this is a facilitator profile, the transversal skills they must have focus on **being able to teach colleagues to use new digital technology** which requires strong interpersonal skills and pedagogical, coaching, and mentoring skills. Furthermore, as they work on digitising collections in their library, they will need the digital skills to achieve this as well as the communication skills to explain how to access and use these resources to both colleagues and library users. Finally, a digital transformation facilitator **must stay informed on the developments in their sector and devise ways for them to be integrated successfully into their library** where possible. For this profile, this would be the cultural sector and there would need to be constant monitoring of how this sector evolves including developments in the digital cultural heritage sector and how this applies to the library sector.

JOB ROLE PROFILE DESCRIPTION

Description

The **digital transformation facilitator is a flexible and proactive worker with the capacity to support the library team in the transition to the digital era**. They will provide technical support to their colleagues and the library's activities as it adopts new digital tools. They are able to use online collaboration tools and platforms, design and/or select content and services to facilitate:

- project management tasks for events, activities, and other library projects
- library systems management tasks
- research and training activities
- workflow efficiency between teams and overall team management

They also support the cataloguing, archiving and digitisation of books and documents, and the curation of digital resources and collections.

(Disclaimer: Role profiles are not job profiles, an employee in an organisation can have different roles, even if the employee holds a different job title)

Education field

Education field Humanities, IT, Library and Information Science (LIS)

EQF level

5

Tasks/Key responsibilities

- Support the **implementation and development of internal digital processes** including but not limited to library management processes and digital projects
- Support colleagues in the use of **new digital tools internally** including using digital technology for communications and content production
- Communicate with digital material providers and cultural heritage institutions
- **Produce digital content** such as videos, podcasts etc to use in the library's digital and in-person activities
- Prepare and **evaluate items for digitisation** ensuring the documents' integrity and safety
- Selection and application of the proper tools and solutions to **digitise resources**
- Ensure the storage and preservation of digital resources according to the standards and norms set in place nationally and internationally
- Digitise documents and the library's collection, **provide contextual information** and **take care of metadata** according to recognised international standards and open data requirements

Knowledge

Required

- Knowledge of library systems management
- Knowledge of widespread systems modelling techniques and development methodologies
- Knowledge of graphic design tools
- Knowledge of digital content creation methodology and tools including production of videos, podcasts and other digital content
- Knowledge of cultural sector including digital cultural heritage and its developments
- Knowledge about digitisation process for books and documents
- Knowledge about digital objects and resources within the library sector
- Knowledge about file compression including of digital formats (TIFF, JPG, PDF, FITS) and high quality images and their updated standards (IIIF)
- Knowledge about technical requirements for different types of digital objects to achieve the long-term preservation of digital resources and selection
- Knowledge of copyright legislation & creative commons and legal aspects of repository, intellectual property rights issues and open access strategies
- Bibliographic, archival description and cataloguing in according to international standards
- Knowledge of metadata standards, especially open data, and capacity of select, tracing schema and apply them in several contexts

Desired

- Knowledge of specific domain (art, history, literature)
- Knowledge about acquisition, information and knowledge organisation
- Knowledge about user analysis and information services
- Knowledge of digital humanities
- Relational databases and content management systems
- Knowledge of Linked Data, Open Data

INFORMATION, DATA, AND MEDIA LITERACY

1.3 - Managing data, information, and digital content

- Ability to organise digital resources into databases and knowing how to navigate and retrieve these when needed
- Management of databases and analysis of user behaviour and use of digitised resources
- Ability to freely use and interpret open data of digital resources and collections (such as statistical data bases etc)

COMMUNICATION AND COLLABORATION

2.2 - Sharing through digital technologies

- Able to show colleagues where digitised content is stored and how to access this and navigate the databases efficiently
- Knows how to use various digital tools to share content with colleagues and explain to colleagues how to use these

2.4 - Collaborating through digital technologies

- Able to communicate with colleagues across domains and staff groups and library users through appropriate means about digitised resources and the databases they are part of
- Able to use new digital tools in their work and support colleagues in adopting these new tools

DIGITAL CONTENT CREATION

3.1 - Developing content

- Able to digitise different materials into appropriate and relevant formats

3.2 - Integrating and re-elaborating digital content

- Able to make digitised resources available to colleagues and other interested parties so that they are able to reuse in new and innovative ways.

3.3 - Copyright and licenses

- Understand how copyright legislation, creative commons, legal aspects of repository, intellectual property rights issues and open access strategies are applied in the library context

3.4 - Programming

- Able to use mark-up language such as XML on digitised documents and books in a relevant way
- Able to trace open data schema conform to standards for indexing digital resources

SAFETY

4.1 - Protecting devices

- Able to maintain the security protocols in place to protect copyrighted documents and databases where digital resources are kept
- Able to help colleagues set up security measures to protect their devices from phishing and other security issues

4.2 - Protecting personal data and privacy

- Understands and is able to protect the privacy of people in digitised documents and those using digitised resources

- Required**
- PROBLEM SOLVING**
- 5.1 - Solving technical problems**
- Able to identify simple technical issues and solve them without depending on a specialist where possible. Also able to identify an issue that cannot be troubleshooted on their own and soliciting help from a specialist when needed
- 5.2 - Identifying needs and technological responses**
- Able to identify existing and emerging technological needs (e.g.: accessibility) and suggest digital solutions to address new needs
- 5.3 using technology creatively**
- Able to identify new tools relevant to the library's activities and support colleagues as they integrate this new tool in their work
- 5.4 identifying digital competence gaps**
- Able to identify their own and their colleagues' digital gaps and can suggest training opportunities that would help strengthen the technical capacities within the library

- Desired**
- SAFETY**
- 4.4 - Protecting the environment**
- Aware of the impact digital storage has on the environment and can suggest ways to lower this

Transversal and entrepreneurial competences

- Required**
- Mobilising resources
 - Motivation & perseverance
 - Vision
 - Creative thinking skills
 - Taking the initiative
 - Planning & management
 - Coping with ambiguity, uncertainty & risk
 - Problem solving
 - Time management
 - Self-awareness & self-efficacy
 - Mentoring, coaching, and pedagogical skills
 - Decision making
 - Interpersonal skills (communication and active listening, problem solving and decision making, conflict solving and management, negotiation, emotional intelligence, collaboration with others)

- Desired**
- Learning through experience
 - Ethical & sustainable thinking
 - Valuing ideas
 - Precision & accuracy
 - Advocacy, promotion, marketing and raising awareness



Environment

This profile **can work in different types of libraries to support their transition into the digital era**. This role has a high technical component and therefore will collaborate with colleagues from other teams to support them when implementing new library management, digitisation, and digital creation processes and using new digital tools.

This environment may be challenging as colleagues may have lower digital skills and knowledge than the facilitator or may be opposed or fear using new tools in their work. This will require adaptation and patience and the facilitator must be able to provide a supporting and empowering environment for their colleagues to encourage the transition into the digital era.

Depending on the type of library, the digitisation component of this role will differ slightly. For example, the public library environment in which the profile could work in could have collections of several typologies: rare books, archival documents, prints (etc.). Regardless of the type of library, **they would work closely with the team responsible for collections and would digitise the material in a strategic manner including their metadata and primary research data**. They would work to make these digital collections known to their communities especially the research community.

KPIs

- Number of master files and access files
- Number of digital projects begun, implemented, completed, failed
- Number of digital issues solved
- Quality of digitised resources and use of these by colleagues and library users
- Participation from users in digital activities and projects and satisfaction based on evaluation
- Production of new digital content pieces that can be used by colleagues in the library's activities and services
- Evaluation of colleagues' confidence in using new technology

Relationships

Reports to:

Head of digital

Interacts with:

Communications services

Collections services

Management team

Digitisation team