



AMERICAN
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University
Libraries

LIBRARY SYSTEMS AND APPLICATIONS POLICIES AND PROCEDURES

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SCOPE

The Scope defines the functional responsibilities and service areas of the Library Systems and Applications Department (LSAD), identifying the technologies, systems, services, and activities for which the department has primary responsibility.

The Library Systems and Applications Department (LSAD) supports the Libraries' digital infrastructure, systems, applications, and web platforms through administration, design, development, integration, automation, maintenance, and continuous support and improvement of library technologies, digital services, websites, and graphic communication materials.

The department works in coordination with internal library departments, the AUB-IT department, and external system providers to provide reliable, accessible, secure, and user-centered digital services that support the academic, research, operational, and information-access needs of the University community.

The department also provides design services that support the Libraries' communication, outreach, instruction, and engagement goals. These services include the design, development, and maintenance of Library websites and digital platforms; the creation of print, digital, and multimedia communication materials; and design consultation to promote effective, accessible, and consistent visual communication. All design and communication activities are carried out in coordination with the AUB Office of Communications and in accordance with the University's branding, editorial, accessibility, and communication guidelines.

POLICY STATEMENT

The following policy statements establish the principles and commitments that govern the planning, administration, development, operation, and continuous improvement of the Library Systems and Applications Department's services and activities.

- A. The Library Systems and Applications Department (LSAD) shall maintain a reliable, and well-integrated digital infrastructure—including library systems, repositories, applications, and web platforms—to support the academic, research, operational, and information-access needs of the University community.
- B. LSAD shall ensure interoperability between internal systems and external platforms through adherence to international standards, metadata schemas, and established data-exchange protocols.
- C. LSAD shall provide secure, responsive, accessible, and user-centered web platforms, interfaces, and discovery environments that support effective user experience.

- D. LSAD shall pursue automation and data-informed decision-making by developing tools, workflows, reporting solutions, and technical innovations that improve operational efficiency, reduce manual effort, and support evidence-based planning and assessment.
- E. LSAD shall support the University's research community through reliable access to research data resources, repository services, digital scholarship technologies, and research data management guidance, in coordination with relevant internal departments and institutional stakeholders.
- F. LSAD shall safeguard the reliability, availability, and continuity of digital systems and services through sound technical standards, system documentation, configuration management, testing, change management, version control, disaster recovery planning, with the guidance of AUB-IT and coordinated partnership with external vendors.
- G. LSAD shall ensure that all web, graphic, digital, and multimedia communications reflect a consistent, accessible, and professional visual identity, in alignment with University branding, editorial, accessibility, copyright, and communication standards, while applying inclusive design principles across all digital and print materials.
- H. LSAD shall uphold institutional compliance with accessibility (WCAG), copyright, privacy, records management, and information security requirements across all library systems, digital services, websites, applications, and communication materials.
- I. LSAD shall foster collaboration across internal library departments, University offices, external partners, and vendors to ensure that technical solutions, digital services, and communication initiatives align with operational, academic, research, and institutional needs.
- J. LSAD shall govern the planning, implementation, administration, and continuous improvement of Library web platforms, digital services, institutional applications, and related technologies through established governance frameworks, technical standards, content management responsibilities, quality assurance practices, and operational oversight.
- K. With the guidance of AUB-IT, LSAD shall manage the complete lifecycle of Library technology projects through standardized project planning, requirements analysis, development, testing, documentation, implementation, deployment, change management, post-implementation review, and continuous improvement to ensure quality, accountability, sustainability, and operational excellence.
- L. LSAD shall administer standardized request intake, review, approval, documentation, records management, and design workflows for technology and visual communication services to ensure transparency, consistency, efficient resource utilization, compliance with institutional requirements, and effective service delivery.

PROCEDURES

The following procedures describe the operational processes, responsibilities, and activities through which the Library Systems and Applications Department implements the above policies and delivers its services.

1. Administration and Support of Library Systems and Applications

- M. Design, develop, integrate, maintain, and support internally developed and vendor-supported systems, applications, services, and workflows across the Libraries.
- N. Gather and refine functional and technical requirements by collaborating closely with library departments to align system specifications with operational needs.
- O. Monitor and respond to system-related inquiries, incidents, operational issues, and support requests received via e-mail, direct communication, or telephone.
- P. Configure, update, and maintain system parameters, rules, normalization processes, metadata mappings, and authentication settings in accordance with international standards and operational requirements.
- Q. Perform global data updates, corrections, cleanup procedures, metadata maintenance, and other large-scale data management activities by designing and maintaining custom scripts, automation tools, and batch processing utilities that streamline repetitive operational tasks, ensure data consistency, discoverability, and high data quality, reduce manual effort, and improve operational efficiency and staff productivity, in coordination with internal library departments.
- R. Monitor search, indexing, and discovery functionality and coordinate directly with system providers to resolve retrieval problems, address technical issues, and optimize system performance.
- S. Oversee and maintain procedures, standards, and guidelines for data entry, system retrieval, integrations, interoperability, and general library system usage.
- T. Manage user access permissions, authentication roles, and system authorization settings in alignment with AUB-IT infrastructure and institutional policies.
- U. Publish the library collection on OCLC WorldCat, Google, and Google Scholar to enhance visibility and discoverability.
- V. Generate reports, statistics, analytics, dashboards, and review lists, and support the preparation of interim and annual statistical reports using data from the Library Services Platform (LSP), repositories, and web systems, to support operational assessment, planning, decision-making, and annual reporting.

- W. With the guidance of AUB_IT, LSAD maintains rigorous technical documentation, version control practices, testing procedures, and deployment workflows for all system configurations and internally developed applications.
- X. Escalate critical system incidents, service interruptions, and security-related events in accordance with established incident response, business continuity, disaster recovery, and AUB-IT operational procedures, while maintaining appropriate communication with affected stakeholders.

2. Planning, Development and Implementation of Applications and Digital Services

- A. Lead technical project planning under the direction of the University Librarian, library department heads, and project managers to evaluate, timeline, and select major new software or digital platforms.
- B. Define project scope and gather business requirements in close collaboration with concerned internal library departments to establish current workflows, clarify functional needs, and optimize operational efficiency.
- C. Translate operational needs into technical specifications by developing software, web applications, automation utilities, batch processing tools, and custom scripts that improve workflows, automate repetitive business processes, and support efficient management of library data and services.
- D. Deploy prototype versions to designated test instances, conducting bug tracking, debugging, and system compliance reviews before sharing findings with library staff.
- E. Maintain multi-environment deployment pipelines, managing development, testing, staging, and production environments to protect the stability of live services, under the guidance of and coordination with AUB-IT.
- F. Communicate system findings and technical documentation transparently across all concerned library staff, ensuring complete functional documentation is prepared prior to any live implementation.
- G. Collaborate with AUB-IT to align application code with available hardware, storage, hosting environments, and network protocols.
- H. Provide comprehensive documentation prior to implementation, generating technical specifications, system configurations, and deployment guidelines for each project.
- I. Works closely with AUB-IT to ensure final production instance deployments, ensuring secure data migration, system reliability, and full functional stability at launch.
- J. Conduct formal user acceptance testing (UAT) with designated stakeholders prior to production deployment, documenting testing outcomes, approvals, and any required corrective actions.

3. Library Web Platforms, Digital Services, and Visual Communications Administration, Strategy, and Governance

- A. Synchronize with AUB-IT the end-to-end lifecycle (planning, implementation, maintenance, and continuous improvement) of all library websites, web platforms, digital services, repositories, and online applications.
- B. Oversee web initiatives and establish unit priorities to ensure full alignment with library objective and institutional policies, accessibility compliance and university standards.
- C. Manage and guide website development in coordination with project committee members, executing visual and technical strategies alongside committees appointed directly by the University Librarian.
- D. Enforce decentralized content governance, ensuring that library departments and content owners maintain sole accountability for the accuracy and timely update of their designated sections:
 - 1- Reference and Instruction Services: Research guides, tutorials, instructional content, and news.
 - 2- Access Services: Borrowing policies, user categories, schedules, and public forms.
 - 3- Electronic Resources: digitized or born-digital resources, databases, and electronic access infrastructure.
 - 4- University Librarian's Office: General institutional information and high-level announcements.
- E. Conduct periodic reviews of Library websites, and online services to evaluate content quality, usability, accessibility, technical performance, and compliance with institutional policies, implementing improvements as appropriate.

4. Web Engineering and Technical Operations

- A. Design, develop, configure, and maintain library websites, web applications, and digital platforms in accordance with approved requirements and institutional standards, implementing responsive architectures, templates, functionality extensions, and custom integrations to ensure interfaces are visually appealing, accessible, and user-friendly.
- B. Collaborate with Library departments and committees to plan and implement web, digital, and multimedia projects that support the Libraries' strategic priorities, communication, outreach, instruction, and engagement goals.

- C. Coordinate production deployment activities, including hosting requirements, authentication services (Shibboleth/SSO), storage, and network security infrastructure, under the guidance of AUB-IT.
- D. Monitor system performance and operational continuity to ensure uptime, platform reliability, logging, and up-to-date technical documentation across all active web properties.
- E. Under the guidance of AUB-IT, confirm routine software updates, security patches, framework upgrades, performance optimization measures, and preventive maintenance activities to ensure the continued reliability, and performance of Library web platforms.

5. Digital Collections and Electronic Access

- A. Integrate, link, index, and manage digital collections and electronic resources within library platforms, repositories, discovery layers, and catalogues to optimize search discoverability.
- B. Coordinate technical data pipelines with the Digital Initiatives and Scholarship (DIS), Cataloging and Metadata Services (CMS), and Acquisitions department, to ingest digitized materials, map required metadata and configure public availability structures.
- C. Collaborate directly with designated team members to ensure metadata schemas, persistent links, identifiers, and digital objects transfer seamlessly into the primary library catalog and discovery access interfaces.
- D. Coordinate with the library departments responsible for metadata updates, persistent link verification, and discovery layer access for digital and electronic resources.
- E. Coordinate with stakeholders to resolve technical issues, manage integrations, support indexing activities, and maintain access to digital collections and electronic resources.

6. Data services

- A. Coordinate with internal library departments, researchers, and external entities to collect datasets, manage access requirements, system integrations, and technical support needs for research datasets and repository services.
- B. Provide technical support for repository submission workflows, including metadata organization, dataset documentation, and long-term digital preservation workflows in accordance with licensing and access policies.

- C. Provide guidance and support to researchers regarding available data resources, repository schemas, data organization practices, and research data management tools.
- D. Conduct outreach and awareness activities such as workshops, research guides, and informational sessions to promote library data services and data visualization resources across the university.

7. Graphic Design, Multimedia, and Visual Communications

- A. Design and produce print, digital, and multimedia communication materials — including brochures, posters, flyers, invitations, banners, newsletters, presentations, infographics, social media graphics, digital displays, and promotional campaigns — to support the Libraries' services, programs, events, collections, and strategic initiatives.
- B. Develop motion graphics, animations, instructional videos, tutorials, and other multimedia content to support Library instruction, research assistance, outreach, and user engagement.
- C. Design signage, wayfinding systems, exhibition displays, digital screens, environmental graphics, and promotional installations for Library spaces to improve navigation and enhance the user experience, coordinating production, installation, and delivery with external vendors, University Facilities, and other relevant units as required.
- D. Provide guidance and consultation to Library departments on visual design, layout, typography, imagery, user interface, and user experience for websites, digital platforms, applications, presentations, and other communication tools, recommending revisions when submitted content or design concepts do not meet professional, institutional, or accessibility standards.
- E. Ensure that all print, digital, web, and multimedia materials communicate information clearly, maintain a consistent University and Library visual identity, and are appropriate for their intended audiences, purposes, formats, platforms, and communication channels.
- F. Apply AUB branding, editorial, copyright, accessibility, and communication requirements to all design projects — including visual hierarchy, readable typography, color contrast, alternative text, and captions — and coordinate branding-related activities with the AUB Office of Communications to ensure compliance with applicable University policies and guidelines.
- G. Require all design requests to be submitted through the approved request process, including finalized and approved content, project objectives, intended audience, required formats and dimensions, communication channels, requested completion date, and applicable production specifications, processed in accordance with the

University Libraries' [Events, Exhibits, and News Guidelines](#) and other applicable AUB procedures.

- H. Coordinate the review and approval of design materials with the requesting Library unit, the designated editor, the Office of Communications, and other relevant stakeholders before publication, printing, distribution, or public display; requesting units remain responsible for the accuracy, completeness, authorization, and timely submission of their content.
- I. Maintain an organized repository of reusable templates, approved logos, typography standards, color palettes, photographs, illustrations, source files, final deliverables, and other approved design assets to promote efficiency and ensure visual consistency.
- J. Maintain records of project requests, approvals, revisions, final files, image permissions, licenses, and production specifications in accordance with institutional records management, copyright, and retention requirements.
- K. Periodically review and update design templates, visual identity assets, multimedia resources, and communication standards to maintain consistency with evolving University branding requirements, accessibility standards, and communication best practices.

8. Cross-Functional Team Workflows

- A. Execute an integrated project intake process to receive, assess, and prioritize incoming web and graphic design requests for scope, technical feasibility, branding compliance, and production timelines.
- B. Bridge the gap between visual intent and code execution through continuous collaboration between the Web Developer and Graphic Designer, ensuring all visual layouts translate perfectly into accessible, responsive web code.
- C. Conduct collaborative usability reviews and functional testing, establishing focus groups to run accessibility assessments (WCAG compliance) and evaluate overall digital user experience (UX/UI).
- D. Manage major structural modifications, redesigns, or new digital initiatives through the formal approval chain, coordinating directly with impacted stakeholders and the University Librarian.
- E. Conduct post-project evaluations for major web, application, and design initiatives to assess project outcomes, document lessons learned, identify opportunities for improvement, and support continuous enhancement of departmental services and workflows.