

JOB TITLE: WVLS Integrated Library System (ILS) Administrator

CLASSIFICATION AND PAYGRADE: ILS Administrator

(Paygrade commensurate with qualifications and experience)

DEFINITION

Under the general direction and oversight of the Director, the Wisconsin Valley Library System (WVLS) ILS Administrator is responsible for:

- Managing the efficient operation of the WVLS Integrated Library System (ILS), including application performance, administration, maintenance, upgrades and reporting.
- Providing professional and courteous ILS administrative support, training and services to thirty-six remote public libraries and branches spanning a 7-county area.
- Ongoing and effective communications with a broad range of people in individual and group settings.

GENERAL DUTIES / EXAMPLES OF WORK *(The list below is intended to describe the general content of and major responsibilities for performance of the position. It is not intended to be an exhaustive statement of job duties or requirements.):*

- Administers the WVLS Integrated Library System (ILS) and peripherals, supporting a variety of services including circulation, cataloging, acquisitions, reports, external interface functions and public access.
- Serves as primary contact with library automation software vendor to fulfill software development requests and enhance ILS functionality, and acts as the interface between the ILS consortium, the ILS vendor and third-party vendors.
- Coordinates development, design and maintenance of the ILS with the system Technology Team and member libraries. Utilizes performance applications and develops strategies for changes, enhancements, testing and upgrades as required.
- Completes all routine activities required to keep the database in good running order.
- Proactively explores and identifies ways to improve ILS support and administration.
- Works with the system Technology and Administration teams to assess and evaluate current practices.
- Performs and coordinates database cleanup and configures ILS software as necessary.
- Provides professional and courteous ILS support and training, onsite and remotely, for one or more libraries and committees in the areas of ILS and cataloging processes.
- Tracks and documents best practices and procedures on behalf of consortium members to promote effective use of the ILS.
- Develops and maintains training curriculum, operational documentation and fiscal documentation for the ILS.
- Works with member libraries to develop guidelines and procedures that ensure the ILS is implemented in pursuit of best practices and library standards.
- Provides leadership for all meetings of the V-Cat Council and its committees.
- Attends meetings of the WVLS Board of Trustees and its committees when appropriate.
- Participates in state-level and national-level meetings, trainings, and conferences when appropriate.
- Regularly engages in professional development activities.
- Performs other duties as requested by the Director.

KNOWLEDGE, SKILLS AND ABILITIES

- Expertise with the Sierra software modules by Innovative Interfaces, Inc.
- Expertise with circulation, interlibrary loan, serials, cataloging, archives and acquisitions workflows.
- Understanding of database structure, schemas and query language.
- Strong analytical and troubleshooting skills.

- Strong interpersonal skills and ability to foster and maintain cooperative and courteous working relationships.
- Ability to professionally interact with users and to work effectively and cooperatively as a team member.
- Ability to proactively identify and solve technical problems.
- Ability to quickly detect and address anomalies or concerns related to maintenance of the ILS.
- Strong written/oral communication skills including the ability to present complex technical issues to internal and external colleagues and end users who possess varying degrees of technical experience.
- Strong customer service orientation and skills with a commitment to quality, accuracy, and efficiency.
- Ability to perform assigned tasks independently.
- Ability to work in an environment that fosters experimentation and change.

EDUCATION AND EXPERIENCE

- A Masters in Library Science (MLS) or any combination of experience and training that would demonstrate the possession of the required knowledge, skills and abilities.
- A minimum of three years progressive experience supporting, managing or troubleshooting ILS applications; experience with the Sierra application by Innovative Interfaces, Inc. preferred.
- A minimum of two years experience with library cataloging and metadata practices and procedures.
- Experience with structured query language (SQL) preferred.
- Experience working in a public library system or library consortium a plus.
- Experience with Microsoft operating systems and products, Google Apps and services and web applications in general preferred.

NOTE: In evaluating candidates for this position, WVLS may consider a combination of education, training and experience which provides the necessary knowledge, skills and abilities to perform the duties of this position. Education may be substituted for experience, or experience substituted for education, on a year-for-year basis.

MENTAL REQUIREMENTS

- Analytical skills: resolve novel and diverse work problems; identify problems and potential areas for improvement; utilize available information sources in decision-making; develop feasible, realistic solutions to problems.
- Planning and organizational skills: develop long-range plans and establish methods for accomplishing goals.
- Communication skills: effectively communicate ideas and information both in written and oral forms and in Standard English; receive incoming information with sometimes erroneous statements or misuse of terminology and be able to process it and work through the conversation successfully, maintaining a positive attitude and demeanor.
- Reading ability: effectively read and understand information contained in professional resources, memoranda, reports and bulletins.
- Mathematical ability: calculate basic arithmetic problems [addition, subtraction, multiplication, division] without the aid of a calculator.
- Time management: manage multiple projects, set priorities and meet project and assigned deadlines.

PHYSICAL DEMANDS

- While performing duties of this job, the employee is occasionally required to: sit; use hands to write, grasp, and keyboard; talk; hear; stand, walk, and reach with hands and arms; and lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.
- The ability to drive is required.

WORK ENVIRONMENT

- Heated and air conditioned office environment. Noise level is usually low to moderate.
- Friendly and courteous staff and supervisors.
- Must be able to lift or carry equipment and work in awkward positions and circumstances on occasion.
- Must be willing to perform emergency tasks during off-hours.
- Must be willing to attend training sessions, meetings, conferences, that may include evening and weekend hours, and overnight travel.
- Consistent and punctual attendance is required for employment.
- A valid Wisconsin driver's license and means of transportation are required for employment.