

# Winnefox Library System

## Position Description

**Position:** Integrated Library System (ILS) Manager  
Full-Time Exempt position

**Date:** January 29, 2014

**General Purpose:**

This position is responsible for the management of the Integrated Library Automation Software (ILS) and public interface (OPAC). In addition, this position acts as a backup for network management and tech support.

**Supervisor:** Assistant Director

**Supervises:**

**Salary Matrix Level:** F

**Essential Duties and Responsibilities**

| Duty / Responsibility   | Performance Standards   |
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| <b>Administer the Integrated Library System (ILS):</b>  |   |
| <ul style="list-style-type: none"> <li>• Maintain, backup, and patch Linux server</li> <li>• Maintain and refresh with current data two virtual servers for training, testing, and redundancy</li> <li>• Manage the ILS server and client software including backups, upgrades, configuration changes, and general maintenance</li> <li>• Work with the hardware and software vendors, including logging problems and contract management</li> <li>• Manage the email notice process and procedures</li> <li>• Plan for, and coordinate, replacement of system hardware with vendor and Technology Coordinator</li> <li>• Research, test and install new versions of client and server software</li> <li>• Provide feedback to the software company for enhancements to the product.</li> <li>• Coordinate integration of third-party software with ILS and other library software</li> <li>• Train library staff and provide documentation on new features or products</li> <li>• Identify, research and resolve ILS problems reported by staff</li> <li>• Work on issues related to the bibliographic, holdings, and</li> </ul> | <ul style="list-style-type: none"> <li>• System software is up-to-date, and available for use during libraries' business hours</li> <li>• Problems or questions get resolved or referred on to the vendor in a timely fashion.</li> <li>• Minimal server downtime</li> <li>• Lack of disruption to services needed by users</li> <li>• Efficient utilization of resources</li> <li>• Staying within budget for server hardware and software</li> <li>• No loss of critical data</li> <li>• Patron and staff satisfaction</li> <li>• The ILS is up over 90% of the time, databases have a low error rate. Regular maintenance is performed and reported on</li> <li>• Procedures and documentation are written and communicated to staff in a timely manner.</li> <li>• Library staff is trained to efficiently</li> </ul> |

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| <p>patron databases, the online catalog, and the circulation and holds system—including ongoing maintenance and development</p> <ul style="list-style-type: none"> <li>• Develop procedures to accommodate changes in the ILS software, library practices, or changes in software functionality as new releases are issued</li> <li>• Write end-user documentation for ILS users and post on the Winnefox extranet</li> </ul>   | <p>operate appropriate features of the ILS.</p>   |
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| <p><b>Evaluate, select, design, customize, maintain the Online Public Access Catalog (OPAC)</b></p>   |   |
| <ul style="list-style-type: none"> <li>• Evaluate commercial and open source products to determine which will best serve our customer’s needs</li> <li>• Work with member librarians and the Winnefox Technology Coordinator to select and recommend a product</li> <li>• Work with consultant or vendor to modify the OPAC</li> <li>• Customize and modify layout using various web development products: CSS, Smarty, PHP, HTML, and version control software</li> <li>• Update OPAC software as new releases become available</li> <li>• Maintain the Linux server on which the software runs</li> <li>• Run scripts to keep bibliographic data synched with the ILS</li> <li>• Provide support to member libraries when they or their patrons have questions or problems with the OPAC</li> </ul>                       | <ul style="list-style-type: none"> <li>• The OPAC is available 23/7 for the public to access library information. The missing hour is for daily maintenance.</li> <li>• Patron and library staff satisfaction</li> <li>• New features are added, existing features modified</li> <li>• Server software is maintained and kept current</li> <li>• Nightly scripts sync the newest changes to the database with the OPAC</li> <li>• Member libraries’ questions are answered in a timely fashion</li> </ul> |
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| <p><b>ILS Statistical reports</b></p>   |   |
| <ul style="list-style-type: none"> <li>• Create and process customized statistical, analytical, and data-modifying reports using the vendor’s proprietary Application Programming Interface (API) and other programming languages (PERL, shell script).</li> <li>• Program custom scripts to improve the output of system-generated reports</li> <li>• Program custom scripts to modify data</li> <li>• Use API tools to select and analyze large chunks of data</li> <li>• Import data from these reports into Excel for additional manipulation.</li> <li>• Provide support to staff when the reports they run don’t produce the results they expect.</li> <li>• Create report templates, run reports for libraries to use to manage their collections,</li> <li>• Train member staff to run their own reports</li> </ul> | <ul style="list-style-type: none"> <li>• Customized reports produce data that meet the needs of our system and member libraries.</li> <li>• Data is modified on a regular basis</li> <li>• Excel reports are generated and manipulated for better analysis</li> <li>• Staff are supported via email, phone, and VNC to determine cause of unexpected report results</li> <li>• Reports are run, report templates created</li> <li>• Staff are trained to run reports</li> </ul>                           |
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| <p><b>Backup other related positions</b></p>  |   |

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| <ul style="list-style-type: none"> <li>• Assist with firewall changes</li> <li>• Provide backup support for the telecommunications network</li> <li>• Provide backup support for user authentication for licensed databases</li> <li>• Provide desktop support and respond to phone calls, email, and personal requests for help with PC problems</li> </ul> | <ul style="list-style-type: none"> <li>• Support calls and emails get answered in a timely fashion.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Proofread documents and reports created by the Technology Coordinator</li> </ul>  | <ul style="list-style-type: none"> <li>• Documents are accurately and clearly written. Data modification reports are verified before being implemented.</li> </ul> |

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| <b>Administrative/Documentation</b>   |  |
| <ul style="list-style-type: none"> <li>• Prepare materials, reports for the Winnefox Technology Executive Committee as needed.</li> </ul>   | <ul style="list-style-type: none"> <li>• Materials and reports are created and provided to WTEC.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Prepare material for the technology portion of the Winnefox extranet and post online.</li> </ul>   | <ul style="list-style-type: none"> <li>• Material is posted on the extranet and staff is emailed.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Prepare training materials and documentation for regular meetings of member library staff.</li> </ul>  | <ul style="list-style-type: none"> <li>• Agendas, notes, procedures, and documentation are written for library staff, emailed, and posted on the extranet</li> </ul> |
| <ul style="list-style-type: none"> <li>• Prepare management reports and statistics on library collections, use of the collections, and users.</li> </ul>  | <ul style="list-style-type: none"> <li>• Finished reports are produced.</li> </ul>   |
| <b>Manage the online payment software</b>   |  |
| <ul style="list-style-type: none"> <li>• Upgrade software</li> <li>• Process transactions daily using the vendor's proprietary software</li> <li>• Certify the security of the online transactions</li> </ul>   | <ul style="list-style-type: none"> <li>• Software is kept current</li> <li>• Transactions are processed</li> <li>• Annual PCI scan and report filed</li> </ul>       |
| <b>Professional development</b>   |  |
| <ul style="list-style-type: none"> <li>• Attend conferences/meetings to stay current with the latest trends in library software in general and with our vendor's product specifically</li> <li>• Present at conferences/meetings on things we are doing with our various library-related softwares. Remain active in the vendor's user community</li> </ul> | <ul style="list-style-type: none"> <li>• System staff are aware of current developments and trends.</li> </ul>   |
| <b>Modify settings to member libraries' internet filtering software</b>   |  |

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| <ul style="list-style-type: none"> <li>• Configure the filtering software settings which apply system-wide to all sites that filter</li> <li>• Configure the filtering software settings specific to individual libraries' requests</li> <li>• Add/remove specific websites from software's master list and/or specific libraries' lists</li> </ul> | <ul style="list-style-type: none"> <li>• Library staff and user satisfaction</li> </ul> |
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### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to establish and maintain effective working relationships with other staff, system trustees, member librarians, and the general public.
- Valid Wisconsin driver's license, means of transportation, and willingness to travel to participating libraries and state-level meetings.
- Willingness to attend relevant statewide, regional, and national meetings and conferences.
- Willingness to work flexible hours, including some evenings and weekends.
- Writing and editing skills in a variety of media, including print, electronic and digital.
- Computer skills including confident use of personal productivity software (word processing, spreadsheet, email, calendaring, presentation) and web-based communication tools.
- Inter-personal skills; capable of working in a team environment.
- Coaching skills, including the ability to clearly and patiently explain how and why tasks are to be performed.
- Skill in communicating effectively with people from diverse backgrounds.
- Ability to prioritize tasks
- Ability to handle multiple projects and deadlines
- Ability to adapt to change; willingness to teach and learn new ways of doing things, including new technologies.
- Familiarity with research, data analysis and presentation

### **REQUIRED EDUCATION AND/OR EXPERIENCE**

- Master's degree in Library Science or equivalent education and experience judged sufficient to carry out the essential functions of this position
- Understanding of the MARC Cataloging format
- Familiarity with Linux software, and the ability to install and manage software in a Linux environment
- Knowledge and ability to diagnose ILS software problems
- SirsiDynix API training and Perl scripting desirable

### **TOOLS AND EQUIPMENT USED**

Typical office equipment, computers and software including computer workstation, computer projector, calculator, fax machine, photocopier, telephone, and printers.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

**WORK ENVIRONMENT**

Typical office environment.

**SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee. It is subject to change by the employer as the needs of the employer and requirements of the job change.