Winnefox Library System
Position Description

Position: ILS Specialist
                 Full time, exempt position

Date: Dec 26, 2025 (WLS Board Approved 1/28/2026)

General Purpose

The ILS Specialist works closely with the ILS Manager and staff at member libraries to provide support for Winnefox's most crucial service – the shared library automation system. The ILS Specialist is responsible for training on, and troubleshooting, various aspects of the shared SirsiDynix Symphony library automation system. These include BLUEcloud products, Workflows client software, the online catalog, the mobile app, reporting from command line database queries as well as online reporting software and other specialized library-related software. Duties also include special projects as assigned.

Supervisor: ILS Manager

Supervises: No one

Salary Matrix Level: D

Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
Support the ILS system	
- Support libraries with ILS related issues - Identify, research and resolve ILS problems - Support, maintain and update integrated 3rd party software - Assist with ILS server maintenance - Troubleshoot receipt printers, scanners, and other ILS-related peripherals - Assist with software upgrades - Manages and maintains BLUECloud staff products(Circulation, Acquisitions, and Cataloging) - Configure and maintain BLUECloud staff users and roles - Configure and maintain the OPAC/discovery layer - Configure and maintain the Mobile App	- Questions from libraries are answered in a timely fashion. - Problems get resolved or referred on to the vendor in a timely fashion. - System software is up-to-date, and available for use during libraries' business hours - Minimal server downtime - Lack of disruption to 3rd party services users - No loss of critical data - Peripheral equipment works as expected - Upgrades occur regularly - BLUECloud staff products are correctly configured - BLUECloud staff users are configured with correct roles and permissions - Discovery layer is efficient, attractive, and meets the needs of patrons using it - The Mobile App is functional and up-to-date - Member library information displayed in the App is correct and up-to-date

Reports/Statistics support	
• Create new templates to fulfill libraries' requests or improve staff efficiency • Provide support to libraries when the reports they run don't produce the results they expect. • Provide libraries with in-depth, graphical, statistics on library usage • Manage the email notice process and procedures • Proofread documents and reports created by the ILS Manager • Run regular weeding and statistical reports	• Libraries enabled to run their own reports • Library staff satisfaction with report results • Email notices get distributed regularly and correctly • Finished reports are put into a format easily accessible by library staff • Graphical statistics information for member libraries to report to their boards. • Accuracy in published documentation and written policies. Accuracy in data modification • Weeding and statistical reports are produced on a regular basis
Training and Documentation:	
• Train libraries on BLUECloud staff products. • Train libraries on the reporting software • Train libraries on ILS • Assist with ALL-WALS meetings • Update ILS documentation on Extranet	• Library staff are trained and are competent in ILS procedures and tasks • Library staff receive adequate report training to do their jobs • ALL-WALS meetings contain relevant information • ILS documentation on Extranet is kept current and relevant
Other Duties as Assigned –including, but not limited to:	
• Maintain Favorite Author Club • Reconcile online credit card payments	• New titles and authors get updated and maintained • The online payment software is Payment Card Industry compliant and available whenever the catalog is available.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES
- Understanding of the cooperative nature of a library system and/or consortium
- Ability to establish and maintain effective working relationships with system staff and member library staff
- Willingness and ability to attend relevant statewide, regional, and national meetings and conferences.
- Excellent writing, organizational, and interpersonal skills
- 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
- Proficiency in MS Office Suite—Especially Excel, but also Word and PowerPoint, Teams, OneDrive
- Proficiency in multi-faceted training (in-person, group, online, etc)
- Willingness to teach and learn new ways of doing things, including new technologies
- A desire to inspire and facilitate librarian success
- Preferred skills include:
    - Experience configuring library software and/or database maintenance
    - Scripting ability (especially Perl, PHP)
    - Statistical reporting knowledge

REQUIRED EDUCATION AND/OR EXPERIENCE
- Accredited degree in Library Science or Information Technology or equivalent education and experience judged sufficient to carry out the essential functions of this position
- At least 1-year experience working in a library environment
- Willing and able to drive to member libraries, and occasionally perform emergency tasks during off hours
- Experience using and troubleshooting SirsiDynix Symphony/Workflows software preferred
- Knowledge of MARC cataloging format and/or library Acquisitions procedures preferred
- Enterprise-level software configuration/administration experience desirable
- Experience working in a consortium or cooperative desirable
- Public Library experience desirable

TOOLS AND EQUIPMENT USED
Typical office equipment, computers and software including computer workstation, computer projector, calculator, photocopier, telephone, and printers.

PHYSICAL DEMANDS
- Ability to sit, stand, walk, climb steps, stoop, bend, twist, and reach.
- Ability to speak and hear, both for in-person and telephone communications.
- Ability to drive long distances, in various Wisconsin winter weather conditions, to visit libraries in the Winnefox service area.
- Correctable near, intermediate, and far vision.

- Ability to lift and carry up to 40 pounds.
- Fine-finger movements to allow typing, writing, sorting, filing, and other processing tasks.

WORK ENVIRONMENT
Typical office environment with opportunities for telework.

SELECTION GUIDELINES
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.