

ILS Coordinator

Job Description: An employee in this position is responsible for day to day management of the Integrated Library System (ILS) software supporting library operations including circulation, cataloging, reports, and public access, and performs related work as apparent or assigned. This employee demonstrates knowledge and proficiency beyond the entry-level position. Work involves regular interaction with staff and infrequent interaction with the public, and is performed in accordance with Fontana Regional Library (FRL) policies, guidelines, and procedures. Work is performed under the supervision of the Regional Director.

Job Duties

Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job. Descriptions are not intended to reflect all duties performed within the job. Any one position may not include all listed duties.

1. Monitors ILS functions and daily operations.
2. Maintains and updates local system software settings.
3. Manages email notice process and debt collection interface.
4. Maintains confidentiality and privacy of protected information.
5. Assists staff in use of ILS.
6. Writes end-user documentation.
7. Coordinates with local ILS administrators in each library to provide information and support for staff.
8. Creates custom reports and report templates for libraries to manage user records and collections, and provide statistics and analytics.
9. Tests and coordinates with IT staff to implement upgrades to local workstations.
10. Serves as primary technical contact with ILS systems administration at State Library.
11. Serves as regional technical expert, providing advice and guidance concerning ILS capabilities.
12. Coordinates with IT staff and State Library staff to identify, research, and resolve ILS problems reported by staff.
13. Develops procedures to accommodate changes in the ILS software, library practices, or software functionality.
14. Coordinates with Regional Director, Librarians, and IT Officer on project management for new, upgraded, or replacement of ILS equipment or services.
15. Coordinates with Digital Content Development Coordinator and staff training committee to provide library-wide training on use of ILS, creating in-house documentation as needed.
16. Coordinates shipping and receiving of ILS resource sharing materials.
17. May perform opening and closing procedures.
18. Supports organizational goals and objectives by participating in library system, community, and statewide collaborations.
19. May be required to perform work assignments concurrently.
20. Responsible for maintaining a safe and secure working environment.
21. Evening and weekend work required.
22. Some travel required.

Qualifications

The qualifications listed below are representative of the competencies and training required to perform

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this job successfully.

Knowledge, Skills, and Abilities:

1. Thorough knowledge of integrated library systems.
2. Working knowledge of public library operations.
3. Proficiency in planning and organizing work, and handling interruptions.
4. Ability to accurately count money.
5. Ability to give thorough attention to detail.
6. Ability to effectively communicate orally and in writing.
7. Ability to effectively work with diverse populations.
8. Possess good interpersonal skills including tact, courtesy, and discretion.
9. Ability to take direction.
10. Ability to consistently use good judgment.
11. Ability to work as a member of a team.
12. Proficiency in working independently and exercising initiative.
13. Ability to work well under pressure.
14. Proficiency in the use of a variety of library equipment and technology.
15. Proficiency in the effective use of various computer applications.

Education and Experience:

1. Associate's Degree with coursework in relevant fields or equivalent experience required.
2. Two years of experience in computer applications required.
3. Two years of customer service experience required.
4. Previous experience with integrated library systems in a public library setting preferred.

Physical and Environmental Conditions

These conditions are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

1. Work requires physical effort in the handling of materials, boxes, tools, book trucks, or equipment up to thirty pounds in non-strenuous work positions.
2. Work requires normal range of human positions and movement including standing, walking, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, stretching, lifting, pulling, pushing, and sitting.
3. Work requires good hand dexterity and coordination for computer and other related duties.
4. Work requires clarity of speech, hearing, and vision to enable the employee to communicate effectively with coworkers and the public.
5. Work environment involves everyday risks or discomforts that require normal safety precautions.
6. Must occasionally deal with unruly or potentially dangerous individuals in library facilities.