



JOB POSTING: ILS SPECIALIST
Date: January 29, 2019

JOB POSTING

JOB TITLE/POSITION:	INTEGRATED LIBRARY SYSTEMS (ILS) SPECIALIST
JOB CLASSIFICATION:	Exempt
JOB STATUS:	Permanent, full time, 35 hours per week
LOCATION:	Home Branch – Downtown Branch
COMPENSATION:	We offer an attractive and competitive remuneration package, including comprehensive benefits, a pension and support for professional development. Salary range is \$71,962 to \$84,193 (2018 range).
POSTING DATE:	January 29, 2019
CLOSING DATE:	February 28, 2019

JOB SUMMARY:

Under the direction of the Manager, Collections & Information Technology, assumes responsibility for the Integrated Library System (ILS) and works as part of a team to support all computer hardware, software, and peripherals, and provide technology training for staff. Assumes leadership on assigned projects to evaluate and implement new products and services by working with library staff, service affiliates, and vendors. Responsible for supporting all users, including those who have access to confidential and privileged information.

QUALIFICATIONS:

1. Post-secondary diploma in Computer Systems, Information Technology or related Computer Studies to provide expertise with databases, hardware, software, networking, etc.
2. Three (3) years' full-time equivalent experience administering a system-critical, database-drive business application, including maintenance, troubleshooting, upgrading

and testing, SQL database queries, developing technical documentation and delivering training, preferably in a library setting supporting an ILS.

3. Hands-on experience with Integrated Library Systems (preferably Innovative Interfaces Sierra), custom programming, SQL databases, supporting Automated Materials Handling (AMH)
4. Strong analytical and troubleshooting skills with the capacity to understand and interpret data and communicate those results with audiences of varying technical knowledge.
5. Proven ability and experience in project management and implementation and support of innovative enterprise applications and systems within a team environment
6. Strong working knowledge of supporting enterprise applications including Microsoft Office products, and computer hardware and peripherals.
7. Ability to support IT infrastructure, including Exchange, Active Directory, network infrastructure, firewall rules, file storage and backup, disaster recovery, etc.
8. Experience creating instructional support materials and providing training to adult learners.
9. Working knowledge of cataloguing principles and MARC coding is preferred.
10. Knowledge of programming languages (SQL) and relevant technical certifications (Microsoft, Cisco, or A+) is an asset.
11. Driver's licence and access to a vehicle for travel between branches will be considered an asset.

KEY COMPETENCIES:

- Customer Service
- Communication
- Collaborative Relationships
- Technology Skills
- Organizational Skills and Productivity
- Learning and Growth Mindset
- Ethics and Values
- Analytical/Conceptual Thinking
- Information Technology

DUTIES AND RESPONSIBILITIES:

Under the direction of the Manager, Collections & Information Technology, and within a team culture:

1. Administers, monitors, and maintains the accuracy, reliability, and usability of the ILS and associated products by:
 - Seeking improvements to workflows and our use of available modules by collaborating with users throughout the library, following listserv activity, and maintaining an awareness of ILS trends and functionality.
 - Implementing changes to ILS configuration, rules, and policy.
 - Documenting features and functionality of the system, identifying and coordinating resolution of issues, training staff, and communicating changes appropriately.
 - Liaising with the vendor to coordinate planned maintenance and updates, report issues and arrange support calls, and communicate enhancement requests.
 - Administering, monitoring, and maintaining ILS subsystems (3rd party solutions that integrate with the ILS through SIP protocol including patron notices & telephone notification systems, RFID software, self-checks, AMH, etc).
 - Analyzing and gathering requirements for the ILS and other business applications including workflow, user needs, resources, data sources, and training needs and prepare recommendations, impact analysis, and related documentation.
 - Performing annual and regular maintenance and clean-up, running statistical reports and optimizing our usage of data analytics through Decision Center.
 - Writing, interpreting, and modifying scripts and database queries in SQL.
 - Designing and maintaining system notices and custom reports.
2. Provides back-up for other IT staff and assumes shared responsibility for our IT environment by:
 - Responding to support tickets and providing proactive technical support for hardware, software, communication devices, and peripherals including installs, routine maintenance, monitoring, troubleshooting, and repair.
 - Creating instructional materials and providing technology training for staff.
 - Generating and tracking statistical information.
 - Deploying new software releases and technologies to support library services.

- Liaising with vendors and suppliers to provide solutions, correct problems, and promote quality assurance.
 - Evaluating end-user requirements and recommending appropriate hardware and software solutions.
3. Assists with developing strategic technology plans and projects by:
- Assuming leadership on assigned projects to evaluate and implement new products and services by working with library staff, service affiliates, and vendors.
 - Maintaining an awareness of the external environment and providing innovative technical solutions and suggestions.
 - Performing an analysis of new applications or services under consideration and providing recommendations.
 - Preparing business cases and recommending strategic initiatives as part of the Library's planning and budget process.
4. Performs all other duties as required.

WORKING CONDITIONS:

- This is a system-wide position based at the Downtown Branch that may be assigned at any Barrie Public Library location.
- Hours of work may include evenings and weekends with the employee being required to perform accurate and detailed work with constant interruptions.
- Works in compliance with Occupational Health and Safety Act and the Ontario Accessibility for Ontarians with Disability Act
- A police check, including Vulnerable Sector Screening, is required and is a condition of employment.

OTHER:

- Applicants may be asked to provide proof of education status, licenses, certification upon the Library's request.
- Barrie Public Library is committed to providing an inclusive, barrier-free environment for job applicants. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005). If invited to participate in an interview, please advise us of accommodation measures you may require during



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our recruitment process. Information received relating to accommodation needs of applicants will be addressed confidentially.

- Personal information is collected under the authority of the Public Libraries Act, R. S. O. 1990, Chap. P.44, section 23, subsection 4 and will be used to determine eligibility for employment.

Those wishing to apply should submit a cover letter and current resume to:

Jane Little
Manager, Human Resources
Barrie Public Library
60 Worsley Street
Barrie, Ontario L4M 1L6

Fax: 705-728-4322

Email: jobs@barrielibrary.ca

We thank everyone for their interest, but only candidates selected for interviews will be contacted.