



**POSITION TITLE:**  
**Integrated Library Systems Specialist**

**Position Summary**

Under the direction of the Manager, 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.

**Major Responsibilities**

Description	Approx. Time Spent (%)
<p><b>Integrated Library System</b>            Administers, monitors, and maintains the accuracy, reliability, and usability of the ILS and associated products by:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Implementing changes to ILS configuration, rules, and policy.</li> <li>• Documenting features and functionality of the system, identifying and coordinating resolution of issues, training staff, and communicating changes appropriately.</li> <li>• Liaising with the vendor to coordinate planned maintenance and updates, report issues and arrange support calls, and communicate enhancement requests.</li> <li>• Administering, monitoring, and maintaining ILS subsystems (3<sup>rd</sup> party solutions that integrate with the ILS through SIP protocol including patron notices &amp; telephone notification systems, RFID software, self-checks, AMH, etc).</li> <li>• 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.</li> </ul>	<p>45%</p>

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> <li>• Performing annual and regular maintenance and clean-up, running statistical reports and optimizing our usage of data analytics through Decision Center.</li> <li>• Writing, interpreting, and modifying scripts and database queries in SQL.</li> <li>• Designing and maintaining system notices and custom reports.</li> </ul>	
<p><b>Other Technologies</b> Provides back-up for other IT staff and assumes shared responsibility for our IT environment by:</p> <ul style="list-style-type: none"> <li>• Responding to support tickets and providing proactive technical support for hardware, software, communication devices, and peripherals including installs, routine maintenance, monitoring, troubleshooting, and repair.</li> <li>• Creating instructional materials and providing technology training for staff.</li> <li>• Generating and tracking statistical information.</li> <li>• Deploying new software releases and technologies to support library services.</li> <li>• Liaising with vendors and suppliers to provide solutions, correct problems, and promote quality assurance.</li> <li>• Evaluating end-user requirements and recommending appropriate hardware and software solutions.</li> </ul>	35%
<p><b>Library Projects</b> Assists with developing strategic technology plans and projects by:</p> <ul style="list-style-type: none"> <li>• Assuming leadership on assigned projects to evaluate and implement new products and services by working with library staff, service affiliates, and vendors.</li> <li>• Maintaining an awareness of the external environment and providing innovative technical solutions and suggestions.</li> <li>• Performing an analysis of new applications or services under consideration and providing recommendations.</li> <li>• Preparing business cases and recommending strategic initiatives as part of the Library’s planning and budget process.</li> </ul>	15%
<p><b>Other</b> Performs all other duties as required.</p>	5%

In addition to the responsibilities outlined above, the Manager, Information Technology will ensure that regulatory standards are met by:

- Being aware of all regulatory legislation
- May participate as the management representative on the Branch Joint Health and Safety Committee.

- Working in compliance with any legislation, including the *Occupational Health and Safety Act*, the *Ontario Accessibility for Ontarians with Disabilities Act*, the *Municipal Freedom of Information and Protection of Privacy Act*, and the *Personal Information Protection and Electronic Documents Act*.

## Required Training

Training as required to be able to perform all duties.

## Qualifications

### Education

- Three (3) year post-secondary diploma in Computer Systems, Information Technology or related computer studies, to provide expertise with databases, hardware, software, networking, etc.
- Master's Degree of Library Science or Library Technician Diploma is an asset.

### Experience

- Three (3) years full-time equivalent experience administering and supporting a system critical database-driven 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
- Hands-on experience with Integrated Library Systems (preferably Innovative Interfaces Sierra), custom programming, SQL databases, supporting Automated Materials Handling (AMH).

### Knowledge/Skill/Ability

- Strong analytical and troubleshooting skills with the capacity to understand and interpret data and communicate those results with audiences of varying technical knowledge
- Proven ability and experience in project management and implementation and support of innovative enterprise applications and systems within a team environment
- Strong working knowledge of supporting enterprise applications including Microsoft Office products, and computer hardware & peripherals.

- Ability to support IT infrastructure including Exchange, Active Directory, network infrastructure, firewall rules, file storage and backup, disaster recovery, etc.
- Experience creating instructional support materials and providing training to adult learners.
- Working knowledge of cataloguing principles and MARC coding is preferred.
- Knowledge of programming languages (SQL) is preferred.
- Relevant technical certifications (Microsoft, Cisco) are an asset.

## Qualities

- Strong team player
- High level of self-motivation, proactivity, creativity and resourcefulness
- Ability to work independently and collaboratively with staff, volunteers and the public
- Excellent communication skills, both written and oral
- Ability to work in a creative manner, to look for alternative solutions to problems, and to organize work and service effectively
- Excellent interpersonal skills that target key strategies and develop staff focus on key organizational directions
- Excellent organizational abilities and time management skills; ability to meet deadlines, multitask and prioritize
- Dedication to providing positive and proactive customer services, anticipating problems or needs and providing service beyond customer expectations, always seeking opportunities to enhance customer satisfaction
- Ability to adapt effectively to new work structures, processes, and requirements; demonstrates flexibility;
- Commitment to ongoing learning and maintaining knowledge of current developments and upcoming technology

## Contacts

Frequency Legend	
<b>Constant</b> – every day for most of the day	<b>Occasional</b> – bi-weekly to monthly
<b>Frequent</b> – daily	<b>Rare</b> – once in a while
<b>Regular</b> – weekly	

Contact	Frequency	Nature of Interaction
Manager, Information Technology	Frequent	Daily interactions both casually and in meetings to share information and discuss ongoing projects, operational issues, and collaboration on initiatives and strategic directions.

Contact	Frequency	Nature of Interaction
Managers & other staff	Frequent	Discussion of end-user needs and requirements analysis, providing information and guidance related to IT systems, clarifying information, and problem resolution.
Vendors	Occasional	Seeking information from vendors (requesting quotes and making purchases), submitting support tickets and negotiating resolutions, and receiving training.
Patrons	Rare	Periodically assist patrons with technology problems in extraordinary circumstances.
Contractors	Rare	Direct their work when required

### Work Conditions

Hours of work may include evenings and weekends, including a Saturday rotation. This is a system-wide position and may require travel between branches.

- **Physical Effort:** Time spent sitting in a comfortable position with frequent opportunity to move about; occasional need to move or lift light articles, walk around the floor as well as up and down stairs. This may include some awkward positions to deal with technical and/or computer issues. Hours of work will require flexibility to meet the needs of the Library and may include extended shifts, overnight shifts, early starts, or working after hours.
- **Physical Environment:** Usually located in a comfortable indoor area. Occasional travel by car between branches.
- **Sensory Attention:** Regular need to give attention, reading, studying, learning, listening to what is happening. Ability to multi-task in an interpretive environment.
- **Mental Stress:** The work is varied and ongoing. There is ongoing pressure for performance, dealing with frustrations of staff and public. There is a regular demand for decisions/actions based on limited information

### Position Classification

<b>Position Title:</b> ILS Specialist	<b>Hours per Week:</b> 35
<b>Department:</b> Information Technology	<b>Classification:</b> Exempt (Non-Management)
<b>Branch:</b> System Wide – Home Branch Downtown	<b>Reports to (Direct):</b> Manager, Information Technology

<b>Position Supervised Directly:</b> N/A	<b>Positions Supervised Indirectly:</b> N/A
<b>Effective Date:</b> January 2019	<b>Revision Date:</b>

The foregoing description is an accurate statement of the duties and responsibilities assigned to this position. 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.

A current Police Record Check including Vulnerable Sector Screening is required.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Executive Officer: \_\_\_\_\_ Date: \_\_\_\_\_