

Integrated Library System (ILS) Administrator

Job Description

Reports To: Executive Director

Status: Full-Time, Exempt

Position Summary

The Integrated Library System (ILS) Administrator is responsible for the administration, coordination, support, and development of the Library System's Integrated Library System (ILS) and shared library catalog. This position serves as a leader for the consortium's library automation services, working collaboratively with member libraries to ensure effective use of the ILS, promote best practices in catalog management and circulation services, and support consistent policies and procedures across the consortium.

The position provides leadership in ILS training, documentation, policy development, troubleshooting, and strategic planning related to the shared catalog and integrated library services. The ILS Administrator works closely with member library staff, consortium committees, and vendors to enhance library services and improve user experience for staff and patrons throughout the system.

Essential Duties and Responsibilities

- Administer and support the System's Integrated Library System (ILS) and shared catalog, as well as the System servers and computers which support the ILS.
- Serve as the primary liaison with the ILS vendor and coordinate system updates, enhancements, testing, and issue resolution.
- Develop, recommend, and implement ILS policies, procedures, workflows, and best practices in collaboration with member libraries and consortium committees.
- Provide leadership and guidance to member libraries regarding circulation, patron records, reporting, and other ILS-related functions.
- Design and conduct ILS training for library staff in individual and group settings, including onboarding, refresher training, and documentation development.
- Create user guides, procedural manuals, and training materials related to the ILS and shared catalog functions.
- Support member libraries in the effective use of the library catalog and related library automation tools.

- Monitor and maintain the accuracy, integrity, and consistency of bibliographic and patron data within the ILS.
- Generate and analyze reports and statistics from the ILS to support library operations, planning, and decision-making.
- Communicate system updates, enhancements, policy changes, and procedural information to member libraries in a timely and effective manner.
- Attend and support consortium meetings, including the Finger Lakes Automated Library Consortium (FALCONS), and encourage member library participation and collaboration.
- Assist member libraries with troubleshooting ILS-related issues and coordinate resolutions with vendors and staff as needed.
- Help with ticketing system from member libraries, which includes troubleshooting and public computer and software help.
- Research trends, developments, and emerging best practices in integrated library systems and library automation.
- Collaborate with Library System staff on strategic initiatives, projects, and services related to library technology and resource sharing.
- Participate in professional development opportunities and maintain awareness of developments in library technology and public library services.
- Travel within the Library System's five-county service area as required.

Knowledge, Skills, and Abilities

- Knowledge of Windows operating system, applications and utilities.
- Knowledge of information and telecommunications technologies, local/wide area networks, Internet, PC based applications and PC security.
- Knowledge of public library operations and resource sharing environments.
- Ability to provide effective training and instruction to library staff with varying levels of technical experience.
- Strong written and verbal communication skills.
- Strong organizational, problem-solving, and customer service skills.
- Ability to develop collaborative relationships with library staff, administrators, trustees, vendors, and consortium members.
- Ability to communicate effectively in meetings, presentations, and training environments.
- Experience developing policies, procedures, and documentation.
- Ability to manage multiple projects and priorities effectively.
- Commitment to responsive member service and continuous improvement.

Education and Experience

- Master of Library Science (MLS), Master of Library and Information Science (MLIS), or equivalent degree from an ALA-accredited institution preferred; Bachelor's degree in Computer Science or related field would be considered.
- Experience working in a public library, library system, or consortium environment preferred.
- Experience with integrated library systems and library automation services preferred.
- Experience providing training, support, and project coordination preferred.
- Supervisory or leadership experience preferred.
- New York State Driver's License required.

Hours

Full-time position. Some evening and weekend hours may be required based on training, meetings, or consortium needs. Schedule determined by supervisor.