

# S P O K A N E   C O U N T Y   L I B R A R Y   D I S T R I C T

<b>Job Title</b>	Integrated Library System (ILS) Administrator		
<b>Reports to</b>	IT Manager	<b>Supervises</b>	N/A
<b>FLSA/WMWA Status</b>	Eligible for overtime	<b>Remote Work Status</b>	Eligible for remote work
<b>Revision Date</b>	March 2025	<b>Compensation Band</b>	MP2
<b>Working Hours</b>	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
<b>Required</b>	Background & driver license check		

<b>Job Overview</b>
Working independently with minimal supervision, this position is responsible for the administration and maintenance of Integrated Library System (ILS) software, including developing training resources. Provides direct service on the Helpdesk and administers the daily operation of the telephone system

Qualifications	
The ideal candidate will be able to build relationships at all levels, have three years of recent work experience with an Integrated Library System (ILS), two years of experience troubleshooting and resolving software and desktop computer issues, in addition to public library experience in technical, information or circulation services.	
The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to District services
	Communicate effectively with staff and customers
	Develop training programs and tools, and deliver training to others
	Establish and maintain successful team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Gather and analyze data and prepare reports
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Provide technical assistance to staff having varying levels of technical expertise and aptitude
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Troubleshoot software and hardware problems including telephone systems
	Use a variety of computer software programs and equipment
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Complex database issues in a client-server environment
	Dewey Decimal system of classification
	Library services and resources
	Methods for effective software training
	Microsoft Office and other software applications
	Telephone system administration
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes.

**Job Duties**

*The duties listed are intended only as illustrations of the 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.*

Serves as administrator and point of contact for the District's ILS, which includes managing settings, configurations, third-party integrations, and upgrades to ensure efficient, reliable, and responsive functionality.

Works with ILS vendor to maintain, upgrade, troubleshoot, and administer the ILS server, services, and web-based software.

Administer the daily operation of the telephone system and make programming changes.

Provide Helpdesk assistance; refer to appropriate IT staff as necessary.

In coordination with Public Services and Collection Services staff, develop functional strategies for the implementation and use of ILS related products, features, and technologies.

Create and run ILS vendor-supplied and original statistical and informational reports, including use of application programming interface (API) capabilities; assist staff in creating templates to run their reports; coordinate with the ILS vendor and other Information Technology (IT) staff as necessary.

Research and test new ILS related software applications as assigned for implementation by the District.

Coordinate with the Customer Services Manager to provide ILS training; develop training materials for the ILS; provide appropriate training of other application software in response to a specified need; demonstrate new product information for District supported application software as assigned.

Examines purchase requisitions for authority and completeness and accuracy of information. Sources items for quality and cost based on these requisitions, prepares purchase orders and submits orders to vendors/suppliers. Provides vendor information and order updates when needed or requested. Assists library and IT staff in resolving problems with purchased items.

Applies E-rate inventory requirements and procedures for equipment purchased with E-rate funding.

Compiles statistical reports for the Integrated Library System, website, online databases, and computer booking system using established spreadsheets and databases.

Enforces the Code of Conduct.

Work to resolve internal and external customer issues effectively and with a customer-first mentality; refer to other departments or staff as necessary.

In addition, this position may:

- Respond to inquiries regarding library services and operations.
- Clean & disinfect individual and common work areas.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

**Work Environment**

Work is performed in an office environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

**Physical Demands**

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift, or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

**Psychological Demands**

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.