INTEGRATED LIBRARY SYSTEM ADMINISTRATOR

CLASS CHARACTERISTICS

Under direction, to assist in the planning, organization and management of the Library Information Network of Clackamas County (LINCC), including the shared library automation system, shared OCLC (Online Computer Library Center) cataloging and Interlibrary Loan (ILL) services and other related services; to perform professional level library work in bibliographical database and automated software management; to lead the work of assigned staff; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

Within the Department of Business and Community Services, the Library Information Network of Clackamas County provides specialized programs and services to member libraries, including a shared library automation system, centralized OCLC cataloging and ILL services, data network and IT services, and interlibrary courier delivery services.

The Integrated Library System Administrator is responsible for day to day management of the library application software portion of the shared library automated system including ensuring the software and the system operates in accordance with established policies and quality control standards. This position requires a combination of in depth knowledge of library operations and expert knowledge and experience managing library application software and complex bibliographic databases in a shared consortium environment.

The Integrated Library System Administrator differs from the Library Network Manager which has comprehensive management responsibilities in planning, organizing and implementing Library Network services. It differs from Library Network Technology Analyst which have responsibility for the daily operation and administration of the shared intergovernmental library LAN and WAN, including network hardware, software, security and connectivity and from Librarian that performs a broad range of professional work to support patron services at a branch of the County Library or to support county-wide library services at the Library Network office.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Administers and maintains the operation of a complex relational database and integrated library software (ILS) systems, applications, and other databases; diagnoses and resolves software problems, communicates and collects information from clients on problems, and determines possible solutions and implements solutions given client input; prepares written proposals or reports on solution process; documents developed programs; writes operating procedures and updates user manuals.

2. Prepares and develops logical operational sequences to be performed by Library Network, ILS and other programs or applications; uses tools, appropriate computer programming languages to access information, develop reports and programming, and solve software problems or requests; tests and debugs programs to assure operational accuracy and stability; plans, tests and coordinates upgrades; researches and investigates new information relative to ILS; and coordinates ILS migration as needed.

3. Provides training, technical support and guidance to clients individually, and/or in groups and committees and also Library Network staff in the areas of library application software and standard library operating procedures and policies; works with clients to develop policies and procedures that ensure the ILS is implemented in adherence to best practices and library standards; oversees the preparation of instruction manuals for ILS and related systems; collaborates with library clients on special projects.

4. Serves as the primary technical contact with library automation software and licensed database vendors; works with staff, clients, and the ILS vendor to fulfill software development requests and refine the functionality of the ILS.

5. Develops and implements working software applications according to library needs; participates in the design, web-design, development, implementation, and maintenance of desktops and servers (e.g. Online Public Access Catalog); employs in-depth use of HTML/CSS web development; participates in the development of procedures and network resource acquisition; responsible for LINCC web content and client information updates.

6. Provides high level of customer service to the library clients and their patrons communicating with staff and clients about technology and software needs.

7. Investigates new technologies; works with clients, Manager, and Network staff on technology needs, goals, and plans; maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars, and in-service training sessions.

8. Acts on behalf of the Library Network Manager in his/her absence or at his/her direction.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: core library science areas (acquisitions, cataloging, circulation, reference, interlibrary loan, and online searching); library/network programs and their relationship to community needs; automated library circulation and on-line catalog systems, including systems with web-interfaces and interlibrary loan tools and practices.

Working knowledge of: Library computer systems, the library automation marketplace and recent developments in Library automation standards and practices; library telecommunications, networking, and shared systems; project planning and management, especially library system migrations to new hardware and software platforms; Machine-Readable Cataloging (MARC) format and how library systems load store and index data; familiarity with metadata and other library formats; of customer service concepts and techniques; HTML/CSS web development; Windows and Unix programs and operating systems; use of application programming interface (API) and Perl.

Skill to: Analyze a wide variety of problems related to library/network services/software, recommend appropriate action and implement solutions; develop and maintain cooperative

working relationships with network members, the public and library automation system vendors and to build consensus and to facilitate meetings; provide leadership in managing a group of diverse users to achieve consensus on complex system management issues; communicate effectively, both orally and in writing including communicating technical information to non-technical users; compile and analyze data and to design and present effective training to library staff on all aspects of the automation process; interpret needs and design/create appropriate working software solutions according to library needs; tactfully interact with and respond to staff and library client's technical problems.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Education: Master's Degree in Library Science (MLS).

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.