

**Job Title:** Integrated Library System (ILS) Administrator  
**Location:** Northern Waters Library Service, Ashland, Wisconsin  
**Reports to:** Director  
**FLSA Status:** Exempt  
**Approved by:** NWLS Board of Trustees  
**Date:** 03/17/2018

**Job Summary:** Under supervision of the director, the ILS Administrator:

- Manages the efficient operation of the NWLS functions of Integrated Library System (ILS), Merlin.
- Provides professional and courteous ILS administrative support, training, and services to NWLS libraries.
- Designs and maintains the NWLS website.

**General Functions and Responsibilities:** (This job description is meant to describe the general content and requirements of the position. It is not intended to be an exhaustive statement of duties or requirements.)

- Administers the ILS, Merlin, supporting a variety of services including circulation and reports. Processes Merlin reports for NWLS and member libraries.
- Manages the NWLS website, the WebPac and related applications.
- Works with other coordinators of Merlin-related functions to integrate all operations of the shared integrated library system.
- Provides training for NWLS staff and member libraries in Merlin functions.
- Attends local, regional and national meetings and conferences and training related to the position.
- Performs other duties as requested by the Director.

### **Knowledge, Skills and Abilities**

- Understanding of database structure, schemas, and query language.
- Knowledge of basic library principals, procedures, technology, goals, and philosophy of service.
- Ability to quickly detect and address anomalies or concerns related to the maintenance of the ILS.
- Expertise in computer software (Microsoft Office, integrated library system software).
- Ability to instruct others in the use of a variety of computer programs and methods.
- Strong written/oral communication skills including the ability to present complex technical issues to colleagues and end users who possess varying degrees of technical expertise.
- Strong customer service skills with a commitment to quality, accuracy, and efficiency.
- Ability to handle multiple tasks/projects.
- Ability to evaluate operations and procedures and recommend improvements.
- Ability to establish and maintain effective working relationships with staff, librarians, automation vendors, state consultants, peer groups and committees.
- Ability to work independently and as a member of a team.
- Ability to work in an environment that fosters experimentation and change.

### **Physical Requirements**

- While performing duties of this job, the employee is occasionally required to: use the hands to write, grasp, and keyboard; talk; hear; sit, stand, walk, bend, twist, reach with hands and arms; lift and/or move up to 40 pounds.
- Specific vision abilities required by this job include distance vision, close vision, color vision, depth perception, and the ability to adjust focus.

### **Mental Requirements**

1. Analytical skills: identify problems and opportunities: review possible alternative courses of action before selecting one; utilize available resources when making a decision.
2. Problem solving skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
3. Communication skills: effectively communicate written/oral information, successfully conversating while maintaining a positive attitude and demeanor.
4. Time management: manage multiple projects, set priorities in order to meet deadlines.
5. Ability to comprehend and follow instructions.
6. Ability to effectively ask questions and seek advice.

### **Work Environment**

1. Usually works in an office environment with staff contact, both in person and via phone, fax and email. Frequent contact with library staff, both in person and via phone, fax and email.
2. Must be willing to travel to member libraries, meetings, and workshops, that may include evening and weekend hours, and overnight travel.
3. Occasionally maintains work environment: shoveling, dusting, recycling, cleaning up after workshops.
4. Must be willing to perform emergency tasks during off hours.
5. Possession of or ability to obtain a valid Wisconsin driver's license and a means of transportation are required.

### **Education, Experience and Training**

1. Bachelor's degree in related discipline or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.
2. Experience supporting, managing, or troubleshooting ILS applications preferred.
3. Experience with the Sierra application by Innovative Interfaces, Inc. preferred.
4. Experience in designing and maintaining web sites preferred.

**Hours:** Full time, 40 hours per week.