



JOB DESCRIPTION

Systems and User Services Support Librarian

Prepared By: Laura A. Horn

Approved By: Personnel Committee, September 11, 2020

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PRIMARY PURPOSE

Under the general direction of the Executive Director and the Assistant Director for Systems and User Services, the Systems and User Services Support Librarian is responsible for providing support for ILS systems, LCI's OverDrive program, and LCI managed third-party vendor products, ensuring that efficiency and user satisfaction are maintained.

ESSENTIAL FUNCTIONS

- Assists with the maintenance of the integrated library system including, but not limited to maintaining and updating the system's circulation policy settings and data tables; creating and updating Sender Policy Framework records, troubleshooting issues, and updating notice templates upon request.
- Assists the Assistant Director of Systems and User Services with member library staff trainings related to the reporting and circulation functions of the ILS, as well as the development and updating of supporting documentation.
- Collaborates with ILS support staff and 3rd party vendors as necessary to provide technical support to staff experiencing ILS staff application issues; assists with connectivity and stability issues; and modifies notice templates.
- Supports the setup and implementation of 3rd party vendor services for member libraries; coordinates patron authentication via SIP2 and API as needed.
- Assists with the preparation and implementation of system updates.
- Manages LCI's OverDrive program: troubleshoots issues that arise; provides individual and group training for library staff and patrons; supports patrons and staff with accessibility issues; oversees the testing and implementation of related services; prepares informational and training materials.
- Performs other duties as assigned.

ADDITIONAL RESPONSIBILITIES

- Serves as backup for the Assistant Director for Systems and User Services.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of library services and processes including circulation, interlibrary loan, patron privacy and cataloging.
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- Working knowledge of both Windows and Mac operating systems.
- Working knowledge of MS Office Suite programs, with intermediate to advanced skills in Excel.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills and customer service skills.
- Strong analytical and problem-solving skills.
- Excellent attention to detail.
- Ability to quickly learn and adopt new technologies.
- Ability to effectively communicate ideas and information in writing so that others will understand.
- Ability to easily adapt to changing priorities.

EDUCATION AND EXPERIENCE

- Master's degree in library or information science from an ALA accredited institution or related field, or equivalent combination of education and experience required.
- Experience administering ILS settings preferred.
- Related library experience required.

WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
 - Travel to LCI member libraries as required.
 - Must possess a valid driver's license and transportation.
 - Remote work required.
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