Job Title: Librarian II - Library Systems Administrator
Department: Library
Reports To: Assistant Library Director
Salary Grade: S-15
Union Status: Non bargaining unit
FLSA Status: Exempt/Non-exempt if QPT status
Approved By: [Signature]
Date: [Date]

SUMMARY
This position is responsible for the management and maintenance of the Integrated Library Management System (ILS) and all integrated components, ensuring that the ILS remains effective in supporting acquisitions, cataloging, circulation and public access to both patrons and staff. The Systems Administrator is a member of the Executive Team at Keene Public Library, working closely with the City of Keene’s IT Department to provide technical support for library computer systems, online services, including development and maintenance of the library website. Regular assignments include working with community stakeholders and staff in troubleshooting, researching, testing and implementing digital services.

ESSENTIAL DUTIES AND RESPONSIBILITIES Other duties may be assigned.

- Serve as the administrator and lead for the Library’s Sierra/Encore ILS including administration, data backup and retention, maintenance and monitoring of the application database.
- Coordinate patching, upgrading, testing, and troubleshooting with the vendor.
- Consult with the appropriate parties to identify potential ILS enhancements that allow for increased user experience and staff efficiencies.
- Coordinate with the Mason Library at Keene State College on all ILS improvements, planned maintenance, maintaining contracts, resolving issues, concerns or questions regarding the shared catalog.
- Act as first responder to assess immediate issues with both staff and public computers and printers.
- Work with the City of Keene IT Department to deploy new hardware, software and updates.
- Ensure all library computers connect properly to printers and all software.
- Assist the City of Keene IT Department in maintaining an accurate inventory of computer equipment.
- Provide leadership in researching and recommending emerging, new and existing technologies and electronic resources.
- Lead the development, evaluation and implementation of the library technology plan.
- Implement and maintain patron authentication methods required to access electronic resources and databases.
- Maintain information documentation for all library software and electronic resources.
- Lead the creation, organization, and maintenance of library web pages.
- Develop and provide training for staff and public on new technologies.
- Assist staff in providing patron support for using devices, primarily with downloadable books and streaming audio/video.
- Monitor various library statistics & customer comments in order to assess all services against the library long-range plan and for inclusion to the annual report.
- Support intellectual freedom and NH privacy laws, and maintain confidentiality of customer information.

CONTINUING EDUCATION
- Maintain awareness of current and emerging library trends and technology by reading professional literature and attending seminars, workshops, conferences, and professional association meetings.
- Maintain up-to-date library skills through continuing education and workshops.
ADDITIONAL DUTIES AND RESPONSIBILITIES

- Perform duties at all service desks as needed.
- Member of the library's Executive Team.
- Assist with any support functions in the library as needed. Assist on special projects as needed.
  - Serve on committees for city, state and regional library organizations.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to lead and work with teams.
- Expertise with automated online library systems.
- Up-to-date computer and technical skills.
- Proven excellent interpersonal and public service skills.
- Ability to teach staff and patrons.
- Understanding of the Public Library's role in the community.
- Excellent problem solving skills.

CUSTOMERS

Library staff and volunteers, the public (daily). Keene State College Library staff, City of Keene staff (monthly). Other librarians (occasionally).

CROSS TRAINING

Training in Circulation and Reference Services as well as other areas in the library as needed.

SUPERVISORY RESPONSIBILITIES

This position will require the ability to lead people and teams through projects and special initiatives.

QUALIFICATIONS

EDUCATION AND/OR EXPERIENCE

A Bachelor's Degree in Information Systems, Computer Science or a closely related field is required. A Master's Degree in library science is highly desired, but not required.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to present information effectively to top management, public groups, and/or boards of directors. Ability to communicate library policy and procedures effectively to all library users.

COMPUTER SKILLS

Thorough knowledge of library software and circulation services. Strong technical skills including advanced knowledge of Sierra and proficiency with PostgreSQL and/or MS SQL. Proficiency accessing on-line databases and the Internet. Working knowledge of word processing, desktop publishing, database, spreadsheet, graphics, and OCRing and PDF software. Ability to create graphics for the library website. Knowledge of HTML, Drupal, and the LC MARC format. Familiarity with computer security issues and software.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
REASONING ABILITY
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS
A+ certification highly desired, but not required.

PHYSICAL DEMANDS
The employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee will frequently lift and/or move up to 10 pounds and occasionally up to 25 pounds. Specific vision abilities include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT
The noise level is quiet to moderate.