

SOUTHWEST WISCONSIN LIBRARY SYSTEM
Job Description

POSITION: ILS Support and ILL Consultant

CLASSIFICATION: Regular Full-time, Exempt

REPORTS TO: System Director

SUPERVISES: Cataloger I

GENERAL DESCRIPTION:

Consult with member libraries on ILS support and training. Administer System ILL activities. Assist System Director with operation of the system.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Integrated Library System (ILS) Support Coordinator
 - Serve as liaison between member libraries and ILS vendor to resolve technical problems and user concerns
 - Oversee the NetSouthwest ILS database(s), providing effective management and user support
 - Provide training to member libraries in the use of the NetSouthwest ILS and/or database(s)
 - Consult with and advise member libraries about ILS reports in support of libraries' improved operation
 - Supervise SWLS Cataloger and cataloging operations; communicate with member libraries about cataloging services
 - Compile accurate statistical information for library and system annual reports and other reports as appropriate
 - Attend NetSouthwest/PLAC meetings
 - Participate in Best Practices Committee meetings
 - Maintain awareness of ILS and related activity in the state and beyond
2. Interlibrary Loan (ILL) Clearinghouse Coordinator
 - Monitor ILL activity to ensure that requests from member libraries and for member libraries are processing properly
 - Respond to ILL requests from out-of-state libraries and Wisconsin libraries that use OCLC for interlibrary loan
 - Train member libraries on CILL, WISCAT, and interlibrary loan best practices
 - Coordinate physical ILL activity with system and statewide delivery operations
 - Gather and report accurate statistics on interlibrary loan activity
 - Communicate with interlibrary loan partners and stakeholders
 - Attend annual DPI/RL&LL ILL conference
3. System Management Support
 - Assist in overall system operation
 - Capable of serving as staff in charge in system director's absence
 - Attend local and statewide meetings and conferences as appropriate
 - Develop/maintain technology capabilities to aid with member library technology support
 - Be an active member of the Wisconsin Library Association

EDUCATION AND EXPERIENCE:

Required: Bachelor's Degree. Preferred: MLS or equivalent from accredited program

Experience working with public libraries desired

Experience working with public library Integrated Library Systems (ILS) desired

Experience working with public library interlibrary loan (ILL) desired

KNOWLEDGE AND ABILITIES:

- Ability to efficiently use computer software including Microsoft Word, Excel, Power Point, internet browsers and G-Suite applications
- Highly organized
- Strong planning and coordination skills
- Ability to attend work-related workshops and conferences

- Presentation/instruction abilities
- Knowledge of interlibrary loan procedures desirable
- Ability to learn about and train others in use of databases and other applications desirable
- Understanding of catalog records and concepts
- Skilled with technology and capable of learning and adapting to new technologies
- Valid driver license preferred
- Knowledge of English grammar, spelling and composition
- Ability to operate the following office machines: computer, printer, copy machine, scanner and multi-line phone system

PERSONAL CHARACTERISTICS:

Excellent problem-solving skills
 Excellent Interpersonal communication skills
 Ability and willingness to learn
 Flexible and adaptable to a changing work environment

PHYSICAL DEMANDS OF THE POSITION:

Bending, twisting and reaching
 Far visions at 20 feet or further; near vision at 20 inches or less
 Fingering: keyboarding, writing, sorting and filing
 Lifting and carrying: 50 pounds or less
 Pushing and pulling: 50-80 pounds on wheels
 Sitting, standing, walking and climbing
 Talking and hearing: use of the telephone

MENTAL REQUIREMENTS:

Ability to apply technical knowledge
 Ability to comprehend, follow and give instructions
 Ability to deal with abstract and concrete variables
 Communication skills: effectively communicate ideas and information in both written and verbal form
 Mathematical ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division)
 Reading ability: effectively read and understand information in manuals, reports and bulletins
 Time management: set priorities in order to meet assigned deadlines

EQUIPMENT USED:

Equipment may include and is not limited to: automobile, van, copy machine, computer, printer, scanner, camera and multi-line telephone

WORK ENVIRONMENT:

The Southwest Wisconsin Library System serves 28 public libraries in five counties in southwest Wisconsin. SWLS headquarters are centrally located within the SWLS service area in modern office space on the edge of Fennimore, Wis. The majority of the system service area lies within the beautiful Driftless Region, including the scenic Lower Wisconsin River Valley and the dramatic bluffs and coulees along the Mississippi River. SWLS has a history of being supportive and responsive to member libraries, and as it builds its team the system seeks to maintain an environment that highlights engagement, service, teaching and learning, and the fostering of connections and collaborations within the region and beyond to benefit public library services and patron experiences. While travel is anticipated for this position and some activities take place in evenings or on weekends, the majority of work is scheduled during normal weekday hours; consistent and punctual attendance is required. The system provides some positions the flexibility to work remotely part of the time, per policy, in coordination with overall workplace staffing needs. This is a full-time professional position and benefits currently include earned vacation and sick leave, paid holidays, Wisconsin Retirement System participation and the availability of health insurance, among others.

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The functions listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of functions does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Date approved:

Aug. 27, 2019