INTEGRATED LIBRARY SYSTEM MANAGER
JOB OPENING

Come join the staff at Lakeland Library Cooperative in Grand Rapids, Michigan. We support 42 public libraries in 8 counties in West Michigan. Due to retirement, we have an opening for an ILS manager in a dynamic and supportive environment serving large, small, urban, and rural libraries and their communities. Please send a detailed cover letter, resume, one ILS-related writing sample, and a list of the names, e-mail addresses, and phone numbers of 3 references to Carol Dawe at carol@llcoop.org by June 10th, 2023. This is a full-time, exempt position with excellent medical benefits, time off allotments, and a salary range of $65,000 to $80,000 depending on experience and a moving expense stipend for out of state candidates. A start date prior to September 1st is desirable. This is a hybrid position, but attendance on-site is essential to maintain the necessary teamwork, personal interaction, and supervision that this position requires.

JOB SUMMARY

The ILS Manager is responsible for the day-to-day management of Lakeland's shared integrated library system (Sierra), public access catalog (Bibliocore), and related third party vendors and services (see below). This includes, but is not limited to upgrades, maintenance, reports, support and ongoing development of the software and system. This position reports to the Cooperative Director.

DUTIES/RESPONSIBILITES (Illustrative but not exhaustive)

- Provides uniformly consistent, respectful, and friendly service to LLC members, staff, and visitors.
- Understands and complies with organizational policies and procedures while safeguarding confidential and restricted information.
- Has overall administrative level responsibility for the shared integrated library system (ILS).
- Is responsible for coordinating the day-to-day use of and access to the shared ILS by 40 member libraries.
- Works closely with the 42-member Advisory Council and its committees to support all aspects of the shared ILS and related products and services.
- Plans and implements changes, upgrades, new functionality, and future enhancements to the current shared ILS and will oversee exploration, migration, and implementation of a future shared ILS.
- Monitors contractual compliance by ILS and related vendors.
- Works closely with the Cataloging, Delivery, IT, and Member Services managers and other cooperative staff regarding ILS and third-party vendor functionality, training, and support and develops strategies for applying technology that will assist member libraries in providing services to patrons.
- Creates and maintains statistical reports and documents on a consistent basis, alongside the IT manager.
- Routine database management including regular deletion of withdrawn items, old order records and system charges, and annual removal of expired/inactive patron records.
- Oversees development of procedural manuals for the shared ILS in collaboration with the Cataloging Services and Member Services manager.
- Fosters the adoption of innovative services for member libraries and evaluates system-related procedures for effectiveness and efficiency.
- Receives support requests from vendors and library staff/patrons through our ticketing system, documents progress towards resolving issues while providing timely responses.
- Performs other duties as assigned.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

- Experience with and the ability to learn the organization and operation of a library cooperative and experience in and commitment to consensus-building and group decision-making.
- Outstanding organizational skills, as well as the ability to effectively juggle and set multiple work priorities and exercise discretion with members, cooperative staff, and vendors.
- Ability to troubleshoot and think out of the box while implementing upgrades and new products, and systems and procedures to improve efficiency and provide better service.
- Strong written and oral communication skills, including gathering, analyzing, and presenting accurate written records, as well as clear and concise oral reports.
- Ability to recognize and set priorities, as well as organize and coordinate one's own work and manage multiple projects, challenges, and initiatives at once. Attention to detail, with a commitment to accuracy in all work products.
- Knowledge of, and ability to use, PCs and a variety of hardware/software applications, standard technology, and office equipment.
- Ability to lift various items weighing a maximum of 30 pounds daily to waist-high level.
- Manual dexterity and ability to sit and operate a computer at a high level of proficiency for extended periods.
- Ability to work extra hours if needed.
- Ability to travel to member libraries, meetings, and conferences with occasional overnight travel.

QUALIFICATIONS

- Master of Library Science or equivalent from an ALA accredited institution.
- Four to six years of experience working with an integrated library system (Sierra preferred), with at least three years in a library consortium or cooperative setting is desirable.
- Working knowledge with some, or all, the following:
    - Sierra
    - SQL
    - Bibliocore
    - Capira
    - MessageBee
    - Shoutbomb
    - SkyRiver
    - INN-Reach (MelCat)
    - Others as assigned.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. Any essential functions of this position will be re-evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.