# MARSHFIELD PUBLIC LIBRARY

# JOB DESCRIPTION ESTABLISHED: March 25, 2002

# TITLE: Library Systems Analyst REVIEWED/REVISED: 2/19/09,

# 4/17/14

SECTION: Information Technology

# SUMMARY

As part of the administrative support team, and under the general direction of the Director, provides computer expertise in all areas of the library including ILS (Integrated Library System); basic local area networking to include staff LAN (SLAN) and public LAN (PLAN); WLAN (Wireless LAN);Internet access and communications; planning for future technology needs and use; software/hardware installation and maintenance; public presence on the Net through homepage; and connectivity to other systems. Provides staff support and maintains an accurate inventory of all equipment. Provides for public access~~,~~ instruction and assistance.

# DUTIES/EXAMPLES OF WORK

PLANNING, CONSULTING, REPORTING & SUPERVISING (30%)

1. As part of the administrative support team, provide input into Section and Library-wide planning activities.
2. Work closely with all Library Sections to make best use of available technology and to plan for the future.
3. Through reports, data collection and briefings keep the Director and the Board informed of developing technologies and opportunities for the Library.
4. Work with Sections and Director to develop a three to five year technology plan.
5. Track objectives established in technology plan and provide progress reports to Director.
6. Develop plans for emergencies such as power outages, physical damage to equipment, water sprinkler damage, equipment fires, etc.
7. **S**upervise library personnel one night per week and one weekend per month.

EQUIPMENT AND SOFTWARE MAINTENANCE AND PROCEDURES (30%)

1. Install, test and maintain computer workstations including related equipment and cabling.
2. Troubleshoot, repair and/or replace malfunctioning computers and related equipment; maintains a problem log. Arrange for vendor service when necessary.
3. Utilize security measures (including software) to protect system integrity.
4. Establish configuration (required features), obtain prices, and make recommendations for library computer hardware and software purchases.
5. Plan for and install computer upgrades such as drives, memory, boards, etc.
6. Establish procedures for disposal of equipment in a safe manner and assure that library related files are removed from all equipment before disposal of equipment.
7. Set up, maintain, troubleshoot, and make recommendations for upgrades to the library’s local area networks (WLAN**,** SLAN & PLAN), , the ILS and Internet access to assure smooth interaction between networks and the Internet.
8. Maintain current licenses for system software.

EQUIPMENT AND DATA - SECURITY AND USAGE (10%)

1. Design and implement backup and recovery procedures.
2. Establish and maintain security on all library computer systems and maintain a solid and safe firewall.
3. Institute a program of regularly updated virus protection and send out notifications of potential infections to all users.
4. Maintain inventory of computer hardware, software, licenses and peripherals.
5. Maintain library home page.
6. Collect data and develop reports that track computer use, needs, connectivity, and justification for new purchases, etc.
7. Assure maximum utilization of equipment and software by maintaining good file structures, training staff to dispose of unneeded materials on drives, and establishing procedures to prevent downtime.
8. In consultation with Section Supervisors, develop best methods for storing and dissemination of library or partnership produced products.

EDUCATION (10%)

1. Write and present instruction information and trains staff and public in the use of computer equipment and programs.
2. Develop ongoing instruction concerning computer security, hackers, viruses, and other potentially dangerous invasions to our computer systems.
3. Provide technical assistance for patrons related to the Internet catalog and home page.
4. Provide technical assistance to ILSManagers concerning processing, acquisition, and circulation modules.

OUTREACH (10%)

1. Represent Library on joint computer efforts with other libraries, our library system, the State library agencies, the City, etc.
2. Work with vendors (debt collect, OCLC, Baker & Taylor, etc.) to assure adequate equipment to handle vendor upgrades.
3. Seek and follow-through with grant opportunities and partnerships to minimize costs.
4. Serve as MPL’s representative on the South Central Library System’s Joint Technology Committee.
5. Maintain liaisons with local school district, UW, Mid-State and Clinic tomaximize computer linkage and partnerships.
6. Act as technical consultant and set up procedures for library partnership projects such as the onlineindex of deaths, births and marriages.
7. Maintain databases of information developed by the Library or through partnership projects.

OTHER (5%)

1. Perform other related work and duties as assigned by the Director.

# KNOWLEDGE AND ABILITIES

1. Ability to direct, and supervise the work of others.
2. Ability to effectively present information and respond to questions from staff, patrons, and outside organizations.
3. Ability to develop training mechanisms for staff and the public.
4. Ability to gather statistics, analyze information and write reports.
5. Ability to install, maintain and troubleshoot hardware, software, and peripherals.
6. Ability to understand library policies and procedures and apply them to library operations.
7. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
8. Ability to plan for future technology needs and the integration of equipment and systems.
9. Considerable knowledge of automated systems, computer applications, networks, databases and search methods.
10. Knowledge of physical makeup of computers and the variety of components utilized.
11. Ability to make repairs to computer equipment and ability to install a variety of components.
12. Demonstration of good character as determined through a background investigation.
13. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisor.
14. Knowledge of library operations, services and materials.
15. Willingness to maintain skills in above-mentioned areas through active participation in continuing education activities.
16. Working knowledge of English grammar and spelling.

## PHYSICAL DEMANDS OF THE POSITION

1. Ability to work in confined spaces.
2. Bending/twisting and reaching.
3. Far vision at 20 feet or further; near vision at 20 inches or less.
4. Fingering: keyboarding, writing, filing, sorting, shelving and processing.
5. Handling: picking up and moving a variety of electronic equipment such as CPUs, monitors, UPSs, etc.
6. Lifting and carrying: 50 pounds or less.
7. Mobility: travel to meetings outside library.
8. Pushing and pulling: objects weighing 80- 100 pounds on wheels.
9. Sitting, standing, walking, climbing and stooping.
10. Talking and hearing; use of the telephone.

## MENTAL REQUIREMENTS

1. Ability to apply technical knowledge.
2. Ability to Comprehend and Follow Instructions: effectively follow instructions from supervisor.
3. Ability to deal with abstract and concrete variables.
4. Ability to interpret technical regulations and instructions.
5. Analytical Skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
6. Communication Skills: effectively communicate ideas and information both in written and verbal form.
7. Creative Decision-making: effectively evaluate or make independent decisions based upon experience, knowledge or training.
8. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator.
9. Planning and Organization Skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
10. Problem-solving Skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
11. Reading Ability: effectively read and understand information contained in memoranda, reports, instruction manuals and bulletins, etc.
12. Time Management: set priorities in order to meet assignment deadlines.

# ENVIRONMENTAL/WORKING CONDITIONS

1. Flexible hours to meet the changing demands of maintaining the computer systems and its components. Supervise library personnel one night per week and one weekend per month.
2. Inside work environment.
3. May require on-call hours.

# EQUIPMENT USED

Computer work station, network servers, computer peripherals (printers, scanners, barcode readers, UPSs, hard drives, CD-ROM drives, hubs, etc), basic computer and electronic testing and repair tools, audiovisual equipment, calculator, cash register, copy machine, fax machine, pager or cell phone, printing equipment, telephone, typewriter, other equipment as technology advances.

# EDUCATION AND EXPERIENCE

1. B.S. in Computer Science or related field or a Masters of Library Science (MLS) with at least a minor in Computer Science.
2. Three or more years of progressively responsible experience in computers and computer systems.
3. Library course work in selection, organization of materials, and reference and information services or experience with working in a library, desired.
4. Knowledge and experience with Windows Operating Systems, Systems Server, Microsoft Office,E-mail server software, LAN/WAN technology including servers, routers, hubs, switches, modems, Ethernet, T-1 lines, Cat 5 cabling, wireless routers and equipment, etc.