



# County of Anoka

## Employment Opportunity

An Affirmative Action/Equal Opportunity Employer

Apply online at: [www.anokacounty.us](http://www.anokacounty.us)

Opening Date: February 3, 2012  
Closing Date: February 13, 2012

Salary : \$18.72 - \$22.96 Hourly  
Job # : 12024

### LIBRARY APPLICATIONS ASSISTANT

**Include responses to Supplemental Questions with the application no later than 4:30 p.m. on the closing date of the position. Resumes not accepted.**

This position will assist the Business Application System Specialist with the support and implementation of vital library specific technology applications. This position will also provide technical help to library staff on using current systems and learning new systems and provides troubleshooting support for all Library applications. This position is a part-time, 28 hours per week position.

#### **EXAMPLES OF ESSENTIAL DUTIES (ILLUSTRATIVE ONLY):**

Monitors daily operations of library services provided via technology including but not limited to: Library ILS server, Library websites, Library selfchecks and the Library telephone-messaging server; Maintains procedures and system documents related to system operations and user access to various library applications; Checks logs and monitors application status; Creates and runs complex queries used to maintain the ILS database; Transfers files between systems as needed; Maintains software licensing for library specific applications. Assists with Implementation of the library's website using a content management system; Effectively interacts with diverse groups of people such as coworkers, vendors, library staff and customers with courtesy and accuracy; Handles multiple assignments at the same time; Works as a member of a team Assists Library staff with library technology questions by responding to phone calls and mails regarding all library-specific business applications; Creates test scenarios to recreate reported computer problems and retests as needed until the issue is resolved; Resolves problems by coordinating with Library vendors, Library IT staff and County IT staff; Compiles and presents statistics and other reports to analyze library business operations; Gathers ongoing statistics to meet library reporting requirements for funding and research requirements; Prepares monthly multiple fund analysis reports from the acquisition system for the allocation of the library's materials budget; Prepares and updates end-user documentation and training materials for library applications; Maintains currency in library business applications; Attends meetings and serves on committees as requested; Maintains and increases knowledge and skills through attendance at meetings, conferences, online webinars, training seminars and other training sessions; Performs additional duties and assignments, as requested.

#### **REQUIREMENTS:**

Prefer Bachelor's degree in Information Science with strong focus on Library Information Systems or Associate's degree, or two year Technical Certificate in Library Information Systems, or related field; 2-3 years of experience in computer support with networked application software along with library 2.0 web tools or an equivalent combination of education and experience;

Experience with integrated library systems or demonstrated ability to learn complex ILS software; Understanding of computerized databases; Knowledge of operation and maintenance of peripherals such as printers and barcode scanners; Experience with website maintenance; Application configuration.

**Ability to:** Plan, organize and prioritize work assignments; Knowledge and skills in problem solving techniques and strategies; Coordinate and work on multiple projects; Establish and maintain effective working relationships with library management and staff; Work independently and as a team member; Learn new and emerging technologies.

**Skill in:** Written and oral communication.

Anoka County complies with the Americans with Disabilities Act. (TDD-for hearing impaired 763-323-5544). If you need an accommodation because of a disability, or have further questions regarding the application process, please call Human Resources at 763-323-5525.

#### **GRADE LEVEL**

Salary Grade: 10