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Do you have a passion for libraries and a knack for technology? The Suffolk Cooperative Library System (SCLS) seeks a tech-savvy librarian with a strong customer service background to join our ILS team as PALS ILS Operations Librarian II.

The Partnership of Automated Libraries in Suffolk (PALS) is a consortium of 54-member libraries utilizing Innovative Interface's Sierra as its Integrated Library System (ILS).

The PALS ILS Operations Librarian II is responsible for managing, configuring, and supporting the Innovative Interfaces Sierra Integrated Library System (ILS) and various library applications for the PALS member libraries. The candidate must have a Master's Degree in Library Science (MLS) from an ALA-accredited library school, and experience working in a public library setting is preferred.

SCLS is a 56-member library system in Suffolk County, NY. We are a supportive employer with opportunities to learn and grow in this position. The minimum starting salary is \$60,825, as well as a generous benefits package including New York State Retirement System. The hours would be Monday to Friday, 9am to 5pm with an occasional night and weekend. Please see the attached job description for details.

To apply, send a cover letter and resume to the Suffolk Cooperative Library System, Human Resources Office at sclshr@suffolknet.org by January 3, 2025.

DEPARTMENT: PALS
POSITION TITLE: PALS ILS OPERATIONS LIBRARIAN II
REPORTS TO: ADMINISTRATOR FOR TECHNOLOGY SERVICES

GENERAL DESCRIPTION: Participates in the PALS ILS management team, assists in the daily operations of the ILS System, conducts complex projects related to the activities of the PALS Consortium, analyzes and institutes new system features and modules, trains staff in PALS libraries, and conducts PALS user group meetings. Must be available to work some nights or weekends as needed.

ESSENTIAL FUNCTIONS:

1. Provides technical expertise, day-to-day administration, and support of various library applications:
 - a. ILS (Innovative Interfaces Sierra)
 - b. INN-Reach system (LI Link)
 - c. Online Catalogs and associated mobile sites
2. Provides training as to PALS libraries staff.
3. Provides implementation and training after upgrades or new releases of the ILS software.
4. Provides customer and technical support for library staff through the helpdesk ticketing system.
5. Writes, edits, and revises online documentation as needed.
6. Acts as a liaison between the automation vendor and consortium members.
7. Conducts PALS user group meetings.

OTHER FUNCTIONS:

1. Keeps current with library technologies through professional developments activities.
2. Represents the consortium at professional meetings.
3. Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS:

1. Ability to train personnel.
2. Ability to delegate.
3. Ability for learning vendor software, report generators, system utilities, and telecommunications.
4. High level of customer service and communication skills
5. Critical thinking and problem-solving skills.
6. Ability to organize and work with detail.
7. Ability to deal with deadlines and frequent interruptions.
8. Ability to establish and maintain relationships with vendor and library personnel.
9. Ability to think analytically to develop new procedures and maintain an even work flow.
10. Ability to work collaboratively as well as independently
11. Understanding computer fundamentals (operating systems, data structures, programming/scripting, networking, etc.)
12. Ability to make sustainable work-related decisions.

REQUIRED EXPERIENCE AND TRAINING:

1. Graduate degree (MLS) from an ALA accredited library school.
2. Familiarity with Innovative Interfaces products is desirable.
3. Public library experience preferred.