



627 NORTH SUNRISE SERVICE ROAD, BELLPORT, NY 11713
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The Suffolk Cooperative Library System (SCLS) seeks a tech-savvy individual to join our ILS team as PALS Operations Assistant.

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 Operations Assistant is responsible for assisting in the daily operations of PALS, which includes updating database configurations, troubleshooting, and generating monthly statistical reports. The candidate must have a Bachelor's Degree, and knowledge of Innovative Sierra and basic computer networking 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 \$53,953, 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 July 16, 2025.

DEPARTMENT: PALS/UNION CATALOG

POSITION TITLE: PALS OPERATIONS ASSISTANT

REPORTS TO: ADMINISTRATOR FOR TECHNOLOGY SERVICES

GENERAL DESCRIPTION: This staff member will assist in the daily operations of PALS. Assists other SCLS departments as needed in areas that interact with the PALS ILS.

ESSENTIAL FUNCTIONS:

1. Handle administrative tasks for the PALS department.
2. Manage and update database configurations in the PALS ILS.
3. Support hardware and software setup and troubleshooting.
4. Provide technical assistance to PALS Consortium members, responding to calls and helpdesk tickets.
5. Generate monthly statistical reports from the PALS ILS.
6. Process and print overdue notices & bills for member libraries.
7. Available to work nights and weekends.

OTHER FUNCTIONS:

1. Provides support to the Administrator for Technology Services on various special projects as needed.
2. Contributes to and assists with presentations and meetings for PALS member libraries.
3. Performs other functions as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Strong analytical thinking and planning abilities.
2. Excellent verbal and interpersonal communication skills.
3. High accuracy and meticulous attention to detail.
4. Exceptional organization skills with a customer service-oriented approach.
5. Take initiative and work independently.
6. Ability to self-manage and meet deadlines effectively, even under pressure.
7. Proven ability to prioritize and organize tasks and manage time efficiently.
8. Analyze and resolve problems effectively.
9. Ability to make Sustainable work-related decisions.

REQUIRED EXPERIENCE AND TRAINING:

1. Bachelor's degree required.
2. Knowledge of Innovative Sierra and basic computer networking is preferred.
3. Equivalent combinations of experience and training demonstrating the ability to perform the work will also be considered.