

DEPARTMENT: PALS
POSITION TITLE: PALS ILS OPERATIONS LIBRARIAN
REPORTS TO: ILS SYSTEM ADMINISTRATOR

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. Develops and provides training as assigned to PALS libraries staff.
3. Assists with 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. Excellent reading comprehension.
7. Ability to organize and work with detail.
8. Ability to deal with deadlines and frequent interruptions.
9. Ability to establish and maintain relationships with vendor and library personnel.
10. Ability to think analytically to develop new procedures and maintain an even work flow.
11. Ability to work collaboratively as well as independently
12. Understanding computer fundamentals (operating systems, data structures, programming/scripting, networking, etc.)
13. Ability to make sustainable work-related decisions.

REQUIRED EXPERIENCE AND TRAINING:

1. Graduate degree (MLS) from an ALA accredited library school or currently enrolled in an MLS program, having completed one year of library school.
2. Familiarity with Innovative Interfaces products is desirable.
3. Public library experience preferred.