

## LIBRARY SERIES

<b>Code Spec.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>	<b>Last Action</b>
4900	Library Clerk	04	591	6 mo.	6/15/15	Rev.
4901	Library Assistant	04	591	6 mo.	6/15/15	Rev.
4902	Library Specialist	02	591	6 mo.	6/15/15	Rev.
4903	Senior Library Specialist	02	591	6 mo.	6/15/15	Rev.
4904	Library Operations Associate	02	591	6 mo.	6/15/15	Rev.

### Promotional Line: 362

#### Series Narrative

Library personnel in this series perform duties in various functional areas of a library. Employees in positions allocated to this series have the responsibility to implement, maintain, and execute library practices and procedures, in fulfillment of the library's policies and mission of providing service to our diverse communities of users.

As part of their contacts with library users, employees are expected to demonstrate a knowledge of library services available, as well as an interest in facilitating users' requests. A progression of responsibility is evident within the series, ranging from simple, repetitive verification duties performed under direct supervision to coordinating, maintaining, and ultimately managing various library functions under administrative direction. In conjunction with this progression, it is expected that employees attend pertinent training events, workshops, meetings, and other staff development opportunities in order to maintain and enhance knowledge and skills. As employees move through the series, they may be directly responsible for interpreting and applying library science principles, developing a knowledge of an academic subject or technical field, responding to problem referrals from other library staff, making independent decisions and judgments in various processing functions, providing reference services, and providing direct assistance to professional librarians. They may also be required to use electronic information systems in performing their duties. At the beginning levels employees are often engaged in the production of documents and other duties that support the functional activities and staff of the library. At the advanced levels, however, functional duties may be characterized by the nature and extent of personal contacts and may be performed in direct support of a designated administrator.

Types of functional duties include direct and indirect user services functions as well as administrative functions. Representative of direct and indirect user services functions are ordering and receiving, organizing of information, data processing, physical processing, information creation or duplication, query response and finding, instruction, circulation, interlibrary loan, reserve, collection management, archival, conservation, preservation, and general clerical functions. Representative of administrative functions are operational oversight, budgetary, and personnel/supervisory functions. Further specificity of particular job duties are addressed in greater detail in the individual institutional position descriptions.

#### DESCRIPTIONS OF LEVELS OF WORK

##### **Level I: Library Clerk**

**4900**

Employees at this level perform various functional duties that require general knowledge of library methods and procedures. Employees receive training in pertinent library processes, procedures, and tools.

A Library Clerk typically

1. assists with ordering and receiving materials (including gifts).
2. performs basic data processing (including various materials processing with data entry).
3. performs physical processing (including basic repairs).
4. creates and/or duplicates information (including print, non-print, and electronic formats).
5. assists with query response and finding activities (including staffing public service desks; searching and retrieval of bibliographic information).
6. performs basic circulation activities (including check out, processing overdue notices, collect fines and fees).
7. performs interlibrary loan activities (including document delivery activities).
8. performs collection management activities (including shelving and organizing various collections).
9. assists with preservation activities and with library security.
10. performs general clerical activities (including general office duties and office support services as needed: operating equipment, gathering and providing information, processing orders and forms, maintaining documents, files and records, documenting the use and distribution of library materials).
11. participates in training of peers and student workers.
12. performs other related duties as assigned.

**Level II: Library Assistant**

**4901**

Employees at this level perform functional duties that require the exercise of judgment in the application of guidelines to specific library operations and services (such as the resolution of conflicting information or interpretation of library policies). Employees receive training in pertinent library processes, procedures, and tools.

A Library Assistant typically

1. assists with organizing of information (including verifying and/or editing bibliographic information such as name, subject, and series authorities; maintaining catalog statistics).
2. performs data processing activities (including database searching; responsibility for quality control and verification of database information; maintaining related files and records).
3. performs interlibrary loan requests (including verifying requests using on-line database and print resources; receiving and processing requests requiring the use of complex information retrieval and multi-language databases).
4. performs basic query responses and finding activities (including customer service support to users; conducting basic reference interviews; interpreting queries).

5. assists with reserve activities (including scanning documents; creating paper and electronic reserve records and linking them to appropriate course(s) in course management system database).
6. maintains patron records and items in circulation.
7. participates in training of peers, lower level employees, and student workers.
8. performs all duties normally required in the lower level of the series.
9. performs other related duties as assigned.

**Level III: Library Specialist****4902**

Employees at this level perform functional duties that involve the application of basic techniques and practices of library science to determine library holdings, verify library records, make adaptations to bibliographic and holdings records and other citations, perform complex circulation functions, and provide assistance to users. In performing these duties, the employees may be assigned supervisory duties. Employees receive training in pertinent library processes, procedures, and tools.

A Library Specialist typically

1. oversees the data and/or physical processing of new materials.
2. performs routine ordering and receiving activities (including analyzing and interpreting vendor data using appropriate guidelines).
3. performs complex database searching and organizational activities for the local online catalog using local, regional, national, and international bibliographic databases (including copy cataloging and indexing of all print, non-print, digital, and electronic formats using various metadata standards; entering data into online information management systems; updating records to maintain currency and accuracy of the online catalog; using print and online resources to identify and resolve processing problems and discrepancies in previously cataloged or indexed materials).
4. provides query response and finding activities (including interpreting queries; directing or performing the full range of bibliographic searching of English language materials and some foreign language material for users using print and online bibliographic tools; assisting in the resolution of user complaints).
5. investigates, determines and collects fines and other charges (including maintaining related files and records and determining replacement value for lost or damaged materials).
6. performs and authorizes circulation functions (including exceptions to standard procedures).
7. processes complex interlibrary and documents delivery requests (including requesting materials from other libraries and documents sources; overseeing courier services).
8. performs conservation/restoration duties (including condition appraisal, mending, retention, and disposal of library materials using appropriate techniques and methods).
9. serves as lead worker or as a first line supervisor (including training; instructing; scheduling; assigning and reviewing work).

10. oversees or manages a specific functional activity within a unit (including circulation; maintenance of collection; program management; record management ).
11. produces statistical reports as needed.
12. performs all duties normally required in the lower levels of the series.
13. performs other related duties as assigned.

**Level IV: Senior Library Specialist****4903**

Employees at this level perform highly complex duties that require an extensive working knowledge of the techniques and practices of library science, archives, or preservation/restoration. They are considered specialists and may work in specific areas: children's collections, music, foreign languages, etc. They may create library records, provide assistance to users, perform conservation and restoration duties, and/or assess, process, and reference archival records. In performing these duties, the employees may be assigned supervisory duties. Employees receive training in pertinent library processes, procedures, and tools.

A Senior Library Specialist typically

1. performs complex ordering and receiving activities.
2. creates complete records and classifies materials for which no Library of Congress, OCLC member input, or other standard copy is available (including complex formats such as non-print or electronic, serials, analytics, and materials in foreign languages).
3. catalogs all formats of serials and complex monographs (including interpreting vague or non-specific rules; working with materials in all languages; performing authority searching and verification; performing subject analysis).
4. classifies and creates descriptions of special types of materials following national standards and local classification schemes (including maps, pamphlets, government publications, and manuscripts).
5. classifies, creates, and provides access to digital information services (including remote access).
6. makes complex adaptations to bibliographic records in complex formats such as non-print or electronic, serials, analytics, and materials in foreign languages.
7. resolves complex bibliographic problems using print and online bibliographic tools or other information systems (including creating precataloging forms of entry and permanent machine-readable bibliographic, holding, and authority records to national standards).
8. establishes headings to contribute to the Library of Congress Name Authority database.
9. manages and establishes new serial entries based on information located in bibliographic tools and/or according to cataloging code.
10. maintains holdings records for serial publications or continuations and authorizes the necessary changes in records.

11. analyzes and responds to complex queries and performs finding activities (including conducting advanced reference interviews).
12. oversees complex circulation activities (including resolving and responding to circulation problems).
13. provides formal or informal instruction in use of bibliographic tools (including print and online catalogs, directories, indexes, digital repositories, and standard reference works).
14. conducts review, appraisal, and maintenance of records, documents, and papers for historical, legal, and business function and significance; determines the arrangement and description of archival records according to standard archival and records-management principles; prepares finding aids for holdings of archival documents.
15. designates treatment for specific items in disrepair or deteriorating condition in order to make them reusable or to stabilize the physical condition; preserves historic, bibliographic, or artifactual works and their integrity. Monitors the environmental conditions of storage and shelving units of the library and recommends changes as needed.
16. oversees the personnel management and operation of a specific functional activity (including directing and supervising the work of assigned personnel; responsibility for employment decisions, training, performance evaluations, work assignments, resolution of employee relations issues and maintenance/approval of records).
17. administers, implements, and interprets policies and procedures, and may participate in policy development or revision (including responding to inquiries; making operational decisions; and determining if referral is required).
18. performs all duties normally required in the lower levels of the series.
19. performs other related duties as assigned.

**Level V: Library Operations Associate****4904**

Employees at this level perform duties that require a practical knowledge of the theories and principles of library science; they create, interpret, adapt, and verify complicated library records and provide assistance to users. The employees use initiative and judgment in applying established library principles and procedures to problems and in determining when assistance of a professional librarian is needed. In performing these duties, the employees may be assigned supervisory duties. Employees receive training in pertinent library processes, procedures, and tools.

A Library Operations Associate typically

1. recommends specific materials for acquisition based on appropriate criteria.
2. manages bibliographic searching for materials with complicated entries (including uniform titles and corporate name entries).
3. hires, trains, supervises, evaluates, disciplines, and coordinates the activities of the unit's personnel.
4. manages/oversees a major library function(s).
5. interprets and applies library policies and procedures within the operation of a major functional unit.

6. exercises discretion in granting exceptions to general policies and procedures.
7. provides assistance and guidance in the use of the collection to individuals and groups (including explaining the arrangement of the library's collections; answering complex questions regarding library's holdings; assisting in the use of online reference databases).
8. manages and establishes operational procedures for the functional unit in conjunction with the library's academic and/or administrative staff. Assists library administration, faculty members, and staff in evaluating the unit's operation and in developing policies to meet its future needs.
9. provides systems troubleshooting, oversees hardware and software implementation, programming and macro development.
10. develops recommendations for the unit's budget (including student wages, commodities, equipment, and contractual services) and manages the expenditures of the unit.
11. plans and prepares library exhibits that require scholarly research, selection of materials, and the composition of appropriate annotations.
12. compiles statistical information on the operation of the unit (including acquisitions, circulation figures, cataloging production, or building use) and provides reports on the operations as needed.
13. conducts training sessions for other staff members.
14. performs all duties normally required in the lower levels of the series.
15. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

**Level I: Library Clerk**

**4900**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any one or any combination totaling 6 months from the following categories:
  - (a) work experience in a library or equivalent setting or general clerical or office/clerical related customer service experience.
  - (b) college course work in any field as measured by the following conversion table or its proportional equivalent
    - 30 semester hours equals six months

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Applied knowledge of spelling, grammar, and punctuation, as well as sentence and paragraph structure.

2. Ability to communicate effectively with and work well with a diverse staff and user population.
3. Ability to follow routine oral and written instructions.
4. Ability to perform effective customer service.
5. Ability to train and to supervise the activities of peer staff or student workers.
6. Ability to think logically.
7. Analytical and problem solving skills.
8. General knowledge of institutional policies and procedures.
9. General knowledge of library services and their availability.
10. General knowledge of pertinent functional practices and procedures.
11. Ability to work accurately with detailed information and to perform routine alpha-numeric sorting and filing tasks, record-keeping, and tabulation tasks.
12. Ability to operate document production, reprographic, or other technical equipment used in a library.
13. Basic computer knowledge and skills including accurate keyboarding.

**Level II: Library Assistant****4901**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any one or any combination totaling 1 year (12 months) from the following categories:
  - (a) work experience in a library or equivalent setting or general clerical or office/clerical related customer service experience.
  - (b) college course work in any field as measured by the following conversion table or its proportional equivalent
    - 30 semester hours equals six months
    - 60 semester hours or an Associate's degree equals one year

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge, skills, and abilities required in the lower level of this series.
2. Skill in communicating effectively with and working well with a diverse staff and user population.
3. Skill in performing effective customer service.

4. Ability to train and to supervise the activities of other staff or student workers.
5. Ability to exercise appropriate judgment in decision making.
6. Applied knowledge of institutional policies and procedures.
7. Applied knowledge of pertinent functional practices and procedures.
8. Skill in maintaining various paper and electronic files and records.
9. Skill in working accurately with detailed information.
10. Skill in effectively operating technical equipment used in a library.
11. Skill in using pertinent computer applications and performing accurate computer keyboarding.
12. Ability to work with minimal supervision.

**Level III: Library Specialist****4902**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any combination totaling 2 years (24 months) from the following categories:
  - (a) work experience in a library or equivalent setting.
  - (b) college course work in any field as measured by the following conversion table
    - 30 semester hours equals six months
    - 60 semester hours or an Associate's degree equals one year
    - 90 semester hours equals eighteen months
    - Bachelor Degree (120 semester hours) equals two years (24 months)
    - A Master's or higher degree equals four years

(Note: Only a maximum of 4 years credit for college course work is available.)

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge, skills, and abilities required in the lower levels of this series.
2. Ability to correspond and communicate effectively with internal and external contacts.
3. Skill in training and supervising the activities of other staff or student workers.
4. Skill in exercising appropriate judgment in decision making.
5. Demonstrated time management skills.
6. Demonstrated organizational skills.



7. Ability to make independent decisions in handling library technical functions.
8. Ability to interpret policies, regulations, and standards while making adaptations to existing bibliographic and holdings records, creating holdings and item records, or adapting other citations.
9. Ability to interpret, adapt, or verify complicated bibliographic or holdings records, or to create complicated holdings records.
10. Working knowledge of online databases and library system technology.
11. Ability to identify sources and follow-up on detailed user requests.
12. Ability to work independently.
13. Ability to work collaboratively.
14. Ability to use productivity software.

**Level IV: Senior Library Specialist****4903**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any combination totaling 2 years (24 months) from the following categories:
  - (a) work experience in a library or equivalent setting.
  - (b) college course work in any field as measured by the following conversion table
    - 30 semester hours equals six months
    - 60 semester hours or an Associate's degree equals one year
    - 90 semester hours equals eighteen months
    - Bachelor Degree (120 semester hours) equals two years (24 months)
    - A Master's or higher degree equals four years(Note: Only a maximum of 4 years credit for college course work is available.)
3. A total of 2 years (24 months) work experience in a library or equivalent setting performing progressively more responsible work consistent with the next lower level of this series.

\*As required by the position to be filled, education, training, and/or work experience in the area of specialization inherent in the position may be required in meeting credential requirements for #3 above.

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge, skills, and abilities required in the lower levels of this series.
2. Working knowledge of the principles, techniques, and practices of library science.
3. Skill in corresponding and communicating effectively with internal and external contacts.

4. Detailed knowledge of online databases.
5. Skill in making independent decisions.
6. Skill in interpreting policies, regulations, and standards while creating bibliographic or holdings records or making adaptations to existing records and citations.
7. Skill in creating, interpreting, adapting, or verifying complicated bibliographic or holdings records.
8. Skill in identifying sources and following-up on detailed user requests.
9. Knowledge of conservation theory, principles, practices, and techniques.
10. Knowledge of the physical and chemical composition of library materials, their structure and working properties, and their reaction over time to the stresses placed on them.
11. Skill in the use of equipment, tools, and supplies used in the conservation/restoration of library materials.

**Level V: Library Operations Associate****4904**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any combination totaling 4 years (48 months) from the following categories:
  - (a) work experience in a library or equivalent setting.
  - (b) college course work in any field as measured by the following conversion table
    - 30 semester hours equals six months
    - 60 semester hours or an Associate's degree equals one year
    - 90 semester hours equals eighteen months
    - Bachelor Degree (120 semester hours) equals two years (24 months)
    - A Master's or higher degree equals four years(Note: Only a maximum of 4 years credit for college course work is available.)
3. A total of 2 years (24 months) work experience in a library or equivalent setting performing progressively more responsible work consistent with the next lower level of this series.

\*As required by the position to be filled, education, training, and/or work experience in the area of specialization inherent in the position may be required in meeting credential requirements for #3 above.

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge, skills, and abilities required in the lower levels of this series.

2. Individual initiative and judgment in utilizing library principles and procedures.
3. Detailed knowledge of library system technology and its capabilities.
4. Proficiency in providing assistance and guidance in use of the library collections.
5. Ability to interpret and apply policies and procedures of a major functional unit.
6. Skills in organization, coordination, supervision, and work flow analysis.
7. Ability to develop and manage budgetary expenditures of a major functional unit.
8. Ability to compile, interpret, and use statistical information.