

## I. DESCRIPTION OF WORK

Positions in this banded class provide library reference, research, depository, interlibrary loan, acquisition, cataloging, circulation and training services to the state legislature, state and local government agencies, other libraries including academic libraries, businesses, and the general public. Positions provide access to federal documents, state documents, genealogical materials, books, audiovisual materials, periodicals, newspapers, microforms, electronic resources, and maps; acquire, catalog, and process library materials for the library's collections; develop and maintain the library's World Wide web site; manage the integrated library systems; and develop, provide access to and preserve digital and physical resources; and develop and apply standards, guidelines and procedures. They may serve as consultants and/or coordinate statewide programs. Positions may develop and deliver training. Positions may supervise one or more support staff in a work unit.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level are responsible for developing one or more area of service in the library; making data accessible to user groups, adapting and developing technologies to manage the collection (electronic and physical), and developing and preserving the collection. Work includes managing projects and training others. Work may include consulting with client organizations and assisting with grant management activity.</p>	<p>Positions at this level provide expert reference and research services, assist in planning and implementing customer service improvements, assist in planning and implementing new programs, prepare grant applications, identify training needs, and design training materials and programs. Positions in this role may serve as consultants to other libraries in North Carolina and advise libraries on selection of materials and development of programs and services; provide workshops and training; assist in establishing regional library systems between cooperating libraries; coordinate statewide programs and activities; and provide assistance with Federal and other grant programs.</p>	<p>Positions at this level assist in long range planning, serve as a resource and coach to others in providing library services; assist in the planning of new programs and subsequent implementation of expanded services and improved collections; and assist in evaluating existing programs and services. Positions at this level serve as consultants for more dynamic and difficult issues/program areas; coach others in providing consulting services, and train others in grant management skills.</p>

**III. COMPETENCIES**

Competency	Definition
<b>Knowledge – Professional and Technical</b>	Professional knowledge in Library and Information Science, Library Science, and/or Information Resources and Library Science and the ability to keep current with developments and trends in area(s) of expertise. Technical skill in library systems and technology and the ability to keep current with developments and trends.
<b>Customer Service</b>	Ability to provide high quality customer service to internal and external customers.
<b>Consulting/Advising</b>	Ability to provide advice and support to staff of county, municipal, and regional public libraries in North Carolina regarding their programs and services.
<b>Grants Management/Grant Writing</b>	Knowledge of appropriate policies and procedures for financial monitoring and compliance of federal grants and state aid programs pertaining to Library programs and services. Ability to research funding sources and prepare grant applications
<b>Planning and Organizing Work</b>	Ability to develop plans to accomplish work operations and objectives. Ability to perform and coordinate multiple, concurrent work assignments and functions. Ability to ensure high quality, accurate results.
<b>Communication and Interpersonal Skills</b>	Ability to present information to individuals or groups; ability to listen and respond appropriately to others. Ability to develop and maintain effective relationships with others in order to support effective communication and teamwork; ability to build and maintain on-going collaborative working relationships with others to achieve the goals of the library.
<b>Building Relationships and Partnerships</b>	Ability to build and use collaborative relationships to facilitate the accomplishment of program goals; ability to seek and identify opportunities to build strategic relationships between State Library, local governments, stakeholders, the Legislature, state agencies, or other organizations.
<b>Training</b>	Ability to design, develop, and deliver training and workshops to library staff, library users, partners, and the general public.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge – Professional and Technical**

Professional knowledge in Library and Information Science, Library Science, and/or Information Resources and Library Science and the ability to keep current with developments and trends in area(s) of expertise. Technical skill in library systems and technology and the ability to keep current with developments and trends.

Contributing	Journey	Advanced
<p>Basic knowledge and understanding of the practices, policies, standards and trends of Library Science and Information Resources.</p> <p>Basic knowledge of Library of Congress Subject Headings (LCSH), the Dewey Decimal System., and Anglo-American Cataloging Rules and Library of Congress cataloging policies and practices.</p> <p>Basic knowledge of the services and programs provided to library users including access to library data, collections and information (electronic and physical), reference and research service, and digital services.</p> <p>Basic knowledge of and skills related to the use of current library systems, technologies and tools used in the library and information science profession.</p> <p>Basic knowledge of current standards and practices of digital library services, digital preservation issues, and World Wide Web technologies. *</p> <p>Basic knowledge of intellectual property rights and copyright laws. *</p>	<p>Full knowledge and understanding of the practices, policies, standards, and trends of Library Science and Information Resources.</p> <p>Full knowledge of Library of Congress Subject Headings (LCSH), the Dewey Decimal System., and Anglo-American Cataloging Rules and Library of Congress cataloging policies and practices.</p> <p>Full knowledge of the services and programs provided to library users including access to library data, collections and information (electronic and physical), reference and research service, and digital services.</p> <p>Full knowledge of and skills related to the use of current library systems, technologies and tools used in the library and information science profession.</p> <p>Full knowledge of current standards and practices of digital library services, digital preservation issues, and World Wide Web technologies. *</p> <p>Full knowledge and understanding of intellectual property rights and copyright laws. *</p>	<p>Thorough knowledge and understanding of the practices, policies, standards, and trends of Library Science and Information Resources.</p> <p>Thorough knowledge of Library of Congress Subject Headings (LCSH), the Dewey Decimal System., and Anglo-American Cataloging Rules and Library of Congress cataloging policies and practices.</p> <p>Thorough knowledge of the services and programs provided to library users including access to library data, collections and information (electronic and physical), reference and research service, and digital services.</p> <p>Thorough knowledge of and skills related to the use of current library systems, technologies and tools used in the library and information science profession.</p> <p>Thorough knowledge of current standards and practices of digital library services, digital preservation issues, and World Wide Web technologies. *</p> <p>Thorough knowledge and understanding of intellectual property rights and copyright laws. *</p>

\* Detailed technical knowledge is role based and may apply only to specific positions requiring mastery of certain technical skills.

**Customer Service**

Ability to provide high quality customer service to internal and external customers.

Contributing	Journey	Advanced
<p>Ability to answer basic inquiries and provides basic reference/research assistance and other services to library users, staff of government agencies, library partners, and the general public.</p> <p>Ability to listen to library staff, users, partners, and customers to solicit ideas to improve service; ability to identify service improvement opportunities.</p>	<p>Ability to answer complex questions and provides comprehensive reference/research assistance and other services to library users, staff of government agencies, library partners, and the general public.</p> <p>Ability to assist in planning and implementing customer service improvements.</p>	<p>Ability to anticipate the needs of library users, partners, and customers and assists them in meeting those needs; ability to assess and analyze trends in users needs and services issues.</p> <p>Ability to plan and implement customer service improvements.</p>

**Consulting/Advising**

Ability to provide advice and support to staff of county, municipal, and regional public libraries in North Carolina regarding their programs and services.

Contributing	Journey	Advanced
<p>Ability to use general understanding of client’s organizational services and issues to assess and determine best course of action. Ability to identify and resolve routine operational issues in assigned area(s). Ability to propose a course of action to address issues.</p> <p>Broad knowledge of program area(s) and ability to communicate program goals and design features effectively.</p>	<p>Ability to advise and collaborate with clients to resolve complex issues in assigned program area(s); ability to identify trends; ability to recognize the impact of policies, procedures, and laws; ability to apply knowledge and understanding of program culture, issues and work relationships to address situations.</p> <p>Ability to share program knowledge and promote the use of best practices.</p>	<p>Ability to advise and negotiate with clients to address dynamic and difficult issues which require an in-depth understanding of the program/organizational culture, issues and work relationships. Ability to guide and coach others in evaluating and resolving complex operational issues, often in overlapping program areas. Ability to coach and lead others in providing effective, responsive, timely consultation services.</p> <p>Ability to enhance collaboration among individuals and groups and builds consensus.</p>

**Grants Management/Grant Writing**

Knowledge of appropriate policies and procedures for financial monitoring and compliance of federal grants and state aid programs pertaining to Library programs and services. Ability to research funding sources and prepare grant applications.

Contributing	Journey	Advanced
<p>Basic Knowledge of the Federal Library Services Technology Act (LSTA) Grant Program.</p> <p>Ability to review grant applications and make recommendations for approval for specific grant programs.</p> <p>Ability to research and identify funding opportunities; may require ability to assist in writing grants applications.</p>	<p>Full knowledge of the Federal Library Services Technology Act (LSTA) Grant Program and experience in administering LSTA grant program.</p> <p>Ability to manage a statewide LSTA grant program; ability to write and revise guidelines for grants.</p> <p>Ability to prepare grant applications.</p>	<p>Thorough knowledge of the Federal Library Services Technology Act (LSTA) Grant Program and demonstrated skill in administering LSTA grant program.</p> <p>Ability to serve as a resource and train others in grant management skills; ability to coach others.</p> <p>Ability to serve as an expert resource in securing grants; ability to mentor and train others in grant management skills, processes, and techniques.</p>

**Planning and Organizing Work**

Ability to develop plans to accomplish work operations and objectives. Ability to perform and coordinate multiple, concurrent work assignments and functions. Ability to ensure high quality, accurate results.

Contributing	Journey	Advanced
<p>Ability to recommend work process improvements in the changing environment of new services and technologies.</p> <p>Ability to design and manage projects including project timelines, resources, work assignments; ability to coordinate and lead implementation efforts.</p> <p>Ability to build and maintain effective working relationships with vendors and service providers.</p>	<p>Ability to assist in designing and implementing new work processes; ability to assist in planning and implementing new programs; may require ability to evaluate existing programs.</p> <p>Ability to plan and manage multi-faceted and specialized projects; ability to consult with and determine client/customer needs and project parameters.</p> <p>Ability to work with vendors and service providers to plan for and provide products and services; may require ability to provide data for negotiating and monitoring contracts.</p>	<p>Ability to design and implement new work processes; plans and implements new programs; ability to evaluate existing programs; may require ability to participate in long range planning.</p> <p>Ability to manage complex projects; ability to train and mentor others in project management skills.</p> <p>May require ability to assist management in negotiating and monitoring contracts.</p>

**Communication and Interpersonal Skills**

Ability to present information to individuals or groups; ability to listen and respond appropriately to others. Ability to develop and maintain effective relationships with others in order to support effective communication and teamwork; ability to build and maintain on-going collaborative working relationships with others to achieve the goals of the library.

Contributing	Journey	Advanced
<p>Ability to build and maintain effective working relationships with others.</p> <p>Ability to present information effectively to individuals and/or groups; ability to deliver presentations suited to the characteristics and needs of the audience.</p> <p>Ability to prepare data for and write routine reports.</p>	<p>Ability to build collaborative relationships with others including the staff at other libraries and library partners.</p> <p>Ability to communicate moderately complex information to employees, external customers, and the public.</p> <p>Ability to prepare written reports of moderate complexity; may require ability to advise and coach others in report preparation and presentation.</p>	<p>Ability to serve as a role model and coach others in building strong working relationships.</p> <p>Ability to communicate information about major and/or complex situations to internal and external audiences; ability to serve as a technical resource in developing responses to external audiences.</p> <p>Ability to prepare more complex reports; ability to advise others in report preparation and presentation.</p>

**Building Relationships and Partnerships**

Ability to build and use collaborative relationships to facilitate the accomplishment of program goals; ability to seek and identify opportunities to build strategic relationships between State Library, local governments, stakeholders, the Legislature, state agencies, or other organizations.

Contributing	Journey	Advanced
<p>Basic understanding of the importance of building collaborative relationships to meet the unit's goals.</p> <p>Ability to work effectively with internal and external organizations including consortiums and inter-library initiatives.</p>	<p>Ability to identify and develop contacts and relationships with interested parties in achieving work goals.</p> <p>Ability to train and mentor others in working with internal and external organizations; ability to seek out new partnership opportunities.</p>	<p>Ability to develop and maintain professional working relationships in complex and/or difficult situations to achieve work goals.</p> <p>Ability to serve as expert resource in working with internal and external organizations; ability to plan and develop long-term, strategic partnerships.</p>

**Training**

Ability to design, develop, and deliver training and workshops to library staff, library users, partners, and the general public.

Contributing	Journey	Advanced
<p>Ability to deliver training and instruction to various audiences within the library.</p> <p>Ability to conduct workshops and training for others including government employees, public library trustees, and staff of libraries across the state.</p>	<p>Ability to identify training needs; develop and modify instructional materials.</p> <p>Ability to design training materials and programs.</p>	<p>Ability to evaluate library instruction using appropriate assessment techniques.</p> <p>Ability to advise and coach others in design and delivery of training materials and programs.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

Master’s degree in library and information science or a related discipline; or equivalent combination of training and experience. Degree must be received from appropriately accredited (ALA) institutions or regionally accredited programs in North Carolina.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.