

I. DESCRIPTION OF WORK

Positions in this banded class are characterized by the performance of a variety of duties in the field of information science and knowledge management, typically provided in a library setting. In a university, a library serves as the primary information source for an academic/research department or professional school. Library functions include but are not limited to circulation, cataloging, shelving, patron support services (including research, hardware and software support and training), collection development, acquisition, and conservation and restoration. Positions require the application of standards, policies, and procedures. Positions communicate with a wide variety of patrons (students, faculty, staff, researchers, vendors, staff in other libraries worldwide, and the general public). Duties performed may include the creation of records for information management, storage, and retrieval; the application of basic research, strategies to retrieve information and answer queries; the retrieval of materials and/or resources to support operations and services; basic evaluation, organization, preparation, and/or maintenance of collections; and the provision of general reference and access services for the user groups. Positions require attention to detail and the effective use of systems and current technologies. Positions may require specialized knowledge in a discipline, field, or subject area. Work may include training, supervision, facilities management, or safety/security.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level provide basic information services to patrons - circulation and routine reference transactions. They work with the physical and digital collections (books, journals, papers, etc.) in basic preparation, organization, and maintenance under close supervision. Positions in this role, following established departmental procedures, contribute to the acquisition, control and organization of resources by finding, interpreting, and connecting relevant pieces of information in order to edit and update records in highly networked environments. Work requires familiarity with technology for the purpose of organizing and retrieving information. Works independently within applicable policies and procedures. Positions may coach and train peers and/or students.</p>	<p>Positions at this level provide information services to patrons – circulation and basic content-based reference services. They work with the physical and digital collections (books, journals, papers, etc.) in preparation, evaluation, organization, and maintenance. The work includes acquisition, control, and organization of information resources by finding, interpreting, and connecting relevant pieces of information in order to create, add, edit, and update records in highly networked environments. Positions in this role may serve as a front-line contact with suppliers, vendors, or other agencies to procure information resources or other materials. Work requires familiarity with technology for the purpose of organizing and retrieving information in a fast paced, high volume, demanding work environment. Work requires independent judgment and decision making within general guidelines. Positions may train and coordinate the work of others.</p>	<p>Positions at this level independently provide information services to patrons including resolution of clients’ problems and provision of basic content-based reference services. With limited supervision, positions work with physical and digital collections (books, journals, papers, etc.) including preparation, organization, evaluation, and maintenance. The work includes acquisition, control, and organization of information resources by finding, interpreting, and connecting relevant pieces of information in order to create, add, edit, and update records in highly networked environments. Positions serve as the primary contact with suppliers, vendors, or other agencies to procure information resources or other materials including problem resolution. Work requires expertise with technology for the purpose of organizing and retrieving information in a fast paced, high volume, demanding work environment. Work requires independence of action and ability to make exceptions to standard policies. Positions may train and coordinate the work of others.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Program/Technical	Knowledge of program procedures, methods, practices and their application to specific situations. This knowledge is usually acquired on the job or through progression in the same or similar career path and/or possession of a designated level of technical skill or knowledge in a specific technical area(s). Ability to stay current with developments and trends in areas of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.
Client/Patron Service	Ability to develop and maintain strong relationships with clients (those for whom formal professional services are rendered) or patrons (students, faculty, staff, scholars, researchers and the general population) by listening to the client/patron and understanding and responding to identified needs. Ability to collect information, investigate and direct client/patron to a source for help or information.
Data/Information/Records Management	Ability to utilize appropriate data collection policy and procedures, filing systems, data management systems, and programs. Ability to compile, assimilate, organize, and store printed and electronic information. Ability to review and compile information to prepare reports. May require ability to analyze information.
Instruction	Ability to instruct and train employees, students, faculty and/or other clients/patrons by providing information, including appropriate procedures, practice and/or the operation of equipment.
Communication (Presentations, Oral, and Written)	Ability to present information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.
Planning and Organizing Work/Supervision	Ability to develop plans to accomplish work operations and objectives. Ability to schedule and assign work to use resources efficiently. Ability to observe and assess work, provide feedback, administer and ensure compliance with human resources policies and procedures.

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

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Program/Technical

Knowledge of program procedures, methods, practices and their application to specific situations. This knowledge is usually acquired on the job or through progression in the same or similar career path and/or possession of a designated level of technical skill or knowledge in a specific technical area(s) and to stay current with developments and trends in areas of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.

Contributing	Journey	Advanced
<p>Basic knowledge of general library standards, procedures, techniques, systems, working manuals, and reference sources. Knowledge of the work unit.</p> <p>Basic knowledge and adherence to the principles of library and information science.</p> <p>Ability to use library applications (internal and external) in a networked environment to retrieve information.</p> <p>General knowledge of and adherence to university policies, procedures, and operations.</p> <p>Sight recognition of applicable foreign language or technical terminology.</p>	<p>General knowledge of applicable functional areas in relation to overall operation of library.</p> <p>Understanding of the principles of library and information science. Knowledge of general support activities and/or archival operations. May require knowledge of specialized subject area, project management, and/or supervision.</p> <p>Ability to use library applications (internal and external) in a networked environment to retrieve information.</p> <p>Ability to apply university policies, procedures, and operations.</p> <p>Fluency in foreign language or sight recognition in multiple languages or technical terminology.</p>	<p>Specialized knowledge in a related area, such as, materials preservation and conservation or bibliographic management software. Familiarity with operational areas and understanding of inter-relationships.</p> <p>Ability to apply the principles of library and information science. Ability to apply knowledge of specialized program area and/or management of people, resources, and programs.</p> <p>Comprehensive use of multiple/complex library applications (internal and external) in a networked environment to retrieve information.</p> <p>Ability to interpret and enforce university policies, procedures, and operations. May have delegated authority to deviate from library policies, procedures, and operations.</p> <p>Fluency in multiple foreign languages or technical terminology.</p>

Client/Patron Service

Ability to develop and maintain strong relationships with clients (those for whom formal professional services are rendered) or patrons (students, faculty, staff, scholars, researchers and the general population) by listening to the client/patron and understanding and responding to identified needs. Ability to collect information, investigate and direct client/patron to a source for help or information.

Contributing	Journey	Advanced
<p>Ability to answer basic/directional questions and assesses patron needs. Ability to communicate general information to patrons.</p> <p>Ability to assist clients/patrons in basic use of technology, resources and facilities.</p> <p>Ability to demonstrate or explain how to obtain requested information if it is not readily available.</p> <p>Ability to use standard online search strategies; most searching is for requested items.</p>	<p>Ability to prepare and communicate routine information about assigned functional area.</p> <p>Ability to handle limited number of non-routine requests.</p> <p>Ability to assist patrons in solving problems in using technology, resources and facilities; may require ability to assist in a specialized area.</p> <p>Ability to direct/assist clients/patrons in how to obtain a variety of requested information.</p> <p>Ability to use sophisticated online search strategies for limited subject matter. Ability to negotiate basic search strategies.</p>	<p>Ability to prepare and communicate customized information using specific knowledge of area of specialization.</p> <p>Ability to assist patrons in solving varied, complex, and non-routine problems in using technology, resources and facilities. May require ability to assist in creating student projects.</p> <p>Ability to direct/assist clients/patrons in obtaining a variety of requested information in a specialized area(s).</p> <p>Ability to use analysis and complex online search strategies to obtain results.</p>

Data/Information/Records Management

Ability to utilize appropriate data collection policy and procedures, filing systems, data management systems, and programs. Ability to compile, assimilate, organize, and store printed and electronic information. Ability to review and compile information to prepare reports. May require ability to analyze information.

Contributing	Journey	Advanced
<p>Ability to locate basic informational data housed in a centralized library system.</p> <p>Ability to identify problems or obstacles and consult with higher level employees for resolution.</p> <p>Ability to transfer materials from one specified format to another using established technique.</p> <p>Ability to use established filing and data systems, functions, and/or procedures. Ability to review data and information for completeness and accuracy using standard library guidelines.</p>	<p>Ability to create basic reports using informational data.</p> <p>Ability to identify problems or obstacles, select among a limited variety of resources for guidance, identify alternative solutions, and refer more complicated problems to a higher level.</p> <p>Ability to ensure quality control by reviewing formatted materials for accuracy and completeness.</p> <p>Ability to record, compile, and summarize data using established format. Ability to compile and organize library information from different sources to develop reports and data.</p>	<p>Ability to compile in-depth reports that have distinguishing parameters. Ability to analyze information, which may effect possible changes in library functionality.</p> <p>Ability to identify problems or obstacles, select among a variety of resources for guidance, identify alternative solutions, and resolve a range of problems independently.</p> <p>Ability to manipulate materials from one specified format to another without defined procedures requiring interpretation and additional independent research into acceptable practices.</p> <p>Ability to reconfigure and redesign library data for management reports from different internal and external sources. Ability to apply an understanding of the information in order to extrapolate key data elements.</p>

Instruction

Ability to instruct and train employees, students, faculty and/or other clients/patrons by providing information, including appropriate procedures, practice and/or the operation of equipment.

Contributing	Journey	Advanced
<p>May require ability to lead or provide instruction on general library standards, procedures, techniques, systems, working manuals, and reference sources.</p> <p>Ability to listen and respond appropriately to routine questions about services offered.</p> <p>Ability to proactively provide assistance to patrons.</p> <p>Ability to provide one on one coaching and/or written instructional information to patrons.</p>	<p>May require ability to lead or provide instruction on functional areas within overall library operation.</p> <p>Ability to listen and respond appropriately to non-routine inquiries about services offered, supplementary resources, or other relevant information.</p> <p>Ability to develop basic instructional materials/finding aids that effectively communicate library technical terminology so it can easily be understood. Materials are often used as resources by other employees.</p>	<p>Ability to provide in-depth instruction in a functional area. Ability to identify, develop, and modify instruction to meet needs of various audiences.</p> <p>May require ability to provide technical support to librarians.</p>

Communication (Presentations, Oral, and Written)

Ability to present information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to present ideas in a clear, concise, organized manner.</p> <p>Ability to communicate information to clients/patron about services, processes, and procedures using prescribed or established guidelines.</p> <p>Ability to refer non-routine questions to appropriate staff.</p>	<p>Ability to explain and interpret programs, policies and procedures to meet the specific needs of clients/patrons. Ability to communicate information related to overall library operations.</p> <p>Ability to respond to requests/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals, or other staff. Ability to respond to requests for program and procedural information. Ability to contact service recipients to provide or obtain information.</p> <p>Ability to recommend service changes to meet patron needs by identifying issues and trends.</p>	<p>Ability to interpret guidelines, answer inquiries and advise others regarding processes, services, and operations as applied to non-standard situations. Ability to communicate expectations to other employees, which may include formal/informal training.</p> <p>Ability to apply knowledge of programs, policies, and procedures to interpret and communicate information to meet specific needs of patrons. Ability to work with confidential and sensitive information.</p> <p>Ability to resolve non-routine patron inquiries referred by other staff.</p>

Planning and Organizing Work/Supervision

Ability to develop plans to accomplish work operations and objectives. Ability to schedule and assign work to use resources efficiently. Ability to observe and assess work, provide feedback, administer and ensure compliance with human resources policies and procedures.

Contributing	Journey	Advanced
<p>Ability to coordinate tasks and establish priorities in response to work flow.</p> <p>Ability to direct, assess, and train student workers; may require ability to recruit staff.</p>	<p>Ability to plan and facilitate the activities of the library unit. Ability to coordinate with others to complete tasks.</p> <p>Ability to direct, assess, train, and recruit student workers in one or more functional area(s). May require ability to serve on search committees for other employees.</p> <p>Ability to evaluate and assess workflow and staffing resources.</p>	<p>Ability to facilitate flow of work throughout a dynamic work unit. Ability to coordinate and direct the library activities. May require ability to develop new processes or procedures.</p> <p>Ability to supervise staff and student workers in applying operational policies and procedures. Ability to oversee student budgets. May require ability to serve on search committees for other employees.</p> <p>Ability to recommend changes to work flow processes and staffing levels.</p>

V. MINIMUM TRAINING & EXPERIENCE

High school diploma or equivalency and two years of experience in library services, office support, or related field; or equivalent combination of training and experience.

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.