

**University Librarian  
COMPETENCY PROFILE**

**Description of Work:**

Positions in this banded class demonstrate professional expertise in the interpretation and application of standards, principles, methods, practices, and current information technologies and management information systems (MIS) in the field of information science and knowledge management, typically provided in a library and research setting. In a university, a library serves as the primary information source for an academic/research department or professional school. Positions communicate with a wide variety of patrons (students, faculty, staff, researchers, vendors, staff in other libraries worldwide, and the general public). The scope of responsibilities includes, but is not limited to: collection development, acquisition, appraisal, organization, management, and preservation of collections and materials; reference and research services; information dissemination; analysis, synthesis, and presentation of data and information; project planning, management, and evaluation; systems applications; budget management; development and implementation of standards and procedures; consultation and education; and grant writing for projects. Positions may require specialized knowledge in an additional discipline, field, or subject area. In smaller universities/schools, positions perform a wider range of these responsibilities increasing the scope of the position. Positions may independently lead, guide, and direct all functional areas of a library. Work may include training, supervision, facilities management, or safety/security.

<b>ROLE DESCRIPTIONS BY COMPETENCY LEVEL</b>		
<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Duties in this role include developing and managing an institution's collection of knowledge resources, from traditional books and journals to the most advanced media within a defined budget; conducting user studies or other analyses to provide recommendations about current and future information needs, providing reference and research services to researchers, university students, faculty, and others; assisting in development of teaching strategies including research skills, critical thinking and technology literacy to user groups and students; adapting and developing technologies to manage digital libraries, making data accessible to user groups; managing programs, staff, and budgets of limited scope.	Duties in this role include setting strategic direction for the development and management of an institution's collection of knowledge resources, from traditional books and journals to the most advanced media; determining current and projecting future information needs through user analyses, knowledge of publishing patterns and trends (nationally and internationally), and scholarly communication trends; providing expert reference and research services to researchers, university students, faculty, and others; developing teaching strategies with faculty, specialists in education, IT professionals, and other librarians; providing leadership for the management of digital libraries making data accessible to user groups; managing programs, staff, and budgets at a high level in the organization; negotiating contracts for services and licenses; developing grant proposals.	Duties in this role include setting strategic direction for the development and management of a special collection or specialized library; collaborating and developing teaching strategies; acting as a research partner with faculty and students; long range planning to include expansion of programs, library space design and equipment purchases, and staffing needs; serving as a consultant to specialized groups interested in enhancing in-house reference and research centers; provides consulting services (speeches, workshops and seminars); planning new programs and subsequent implementation of expanding the services and improving the collections, evaluating existing programs and participating in faculty research planning; managing overall function of a library.

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<b>Competency</b>	<b>Definition</b>
Knowledge Professional	Possession of a designated level of professional skill and/or knowledge in specific area(s) and ability to keep current with developments and trends in area(s) of expertise, usually acquired through post-secondary education.
Client/Patron Services	Develops and maintains strong relationships with clients (those for whom formal professional services are rendered) or patrons (students, faculty, staff, and the general population) by listening to the client/patron and understanding and responding to identified needs. Directs clients/patrons to a source for help or information. Provides advice and counsel.
Program Management	Coordinates and administers programs, activities and protocols. Manages resources, monitors activities and assess environmental risks and quality control associated with the program.
Planning and Organizing Work/HR Management	Develops plans to accomplish work operations and objectives. Plans and monitors the use of expenditures to meet organizational objectives and compliance. Prepares budget documents and reports. Arranges and assigns work to use resources efficiently. Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures. Observes and assess work and provide feedback to employees. Plans and supports employees in career development opportunities.
Instruction	Instructs and trains employees, students, faculty and/or other clients/patrons by providing information, including appropriate procedures, practice and/or the operation of equipment.
Communication	Presents information to individuals or groups; delivers presentations suited to the characteristics and needs of the audience. Conveys information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Listens and responds appropriately to others. Transactions are usually conducted in a functional or specialty area, which requires subject knowledge or fluency in a foreign language(s).

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**Knowledge Professional**

Possession of a designated level of professional skill and/or knowledge in specific area(s) and ability to keep current with developments and trends in area(s) of expertise, usually acquired through post-secondary education.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Knowledge of principles and practices of library science and information services; in-depth knowledge in one or more functional or specialty areas.	1. In-depth knowledge of principles and practices of library science and information services.	1. Knowledge of best practices in library methods, bibliographic principles, cataloging, classification, circulation, and references services.
2. Through knowledge of current library systems, technologies and procedures used in the provision of information. Applies knowledge to improve provision of information.	2. In-depth knowledge of current library systems, technologies and procedures used in the provision of information.	
3. Thorough knowledge of specialized vocabularies, bibliographies, complex databases, indices, and other navigational tools in a variety of formats and languages within a discipline area.	3. In-depth knowledge of specialized vocabularies, bibliographies, complex databases, indices, and other navigational tools in a variety of formats and languages within a discipline area.	
4. Knowledge of intellectual property rights, copyright law, publishing patterns and trends (nationally and internationally), and scholarly communication trends.	4.	4. Applies knowledge to advise faculty on evolving developments in copyright policies affecting academic use
5. Expands knowledge through active involvement in professional development and professional service activities in librarianship in science or specialty area.		

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**Client/Patron Service**

Develops and maintains strong relationships with clients (those for whom formal professional services are rendered) patrons (students, faculty, staff, and the general population) by listening to the clients/patrons and understanding and responding to identified needs. Directs clients/patrons to a source for help or information. Provides advice and counsel.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Assists patrons by providing customized information and resources using specific knowledge in area of specialization. Assists patrons in solving varied, complex, and non-routine problems in using technology, resources and facilities.	1. Manages department services.	
2. Provides reference and research services. Conducts searches using complex and original search strategies including specialized thesauri, highly specialized vocabularies, complex databases, and other navigational tools in a variety of formats.		
3. Designs and implements programs that support learning. Develops teaching strategies with faculty, specialist in education, IT professionals, and other librarians.		3. Collaborates with faculty and librarians to integrate information skills throughout the curriculum. Leads, trains, and guides librarians in creating and enhancing instructional methods and materials that are tailored to diverse learning styles.

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**Program Management**

Coordinates and administers programs, activities and protocols. Manages resources, monitor activities and assess environmental risks and quality control associated with the program.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Manages and maintains a library special collection or special program.	1. Independently manages resources and designs new programs or modifies automated programs.	
2. Negotiates contracts for services and licenses; ensures compliance with use agreements.	2. Develops policies and procedures for contract services.	
3. Develops, prepares, and completes comprehensive analysis of a broad range of data to implement changes in policies and procedures for the overall function of the library.	3. Develops, prepares, and completes comprehensive analysis incorporating specific strategic initiatives and programs. Conclusions are used to persuade and negotiate others to a common goal.	3. Designs policies which govern the overall level of library services.

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**Planning and Organizing Work/HR Management**

Develops plans to accomplish work operations and objectives. Plans and monitors the use of expenditures to meet organizational objectives and compliance. Prepares budget documents and reports. Arranges and assigns work to use resources efficiently. Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures. Observes and assess work and provide feedback to employees. Plans and supports employees in career development opportunities.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Recommends and implements work procedures in a changing environment of new technologies. Makes policy recommendations and anticipates consequences.	1. Understands the business need of individual units in relation to various facets that shape the overall organizational structure. Determines work unit design or overall library operations design. May participate in long term strategic planning.	1. Plans new programs, evaluates existing programs, participates in faculty research planning; designs new library accommodations. Manages overall function of a library.
2. Determines use of expenditures to purchase materials for the collection. Prepares funding requisitions for additional resources.	2. Authorizes expenditures for library acquisitions and periodical subscriptions.	
3. Assigns, monitors, and evaluates work of staff. Reviews accomplishments to ensure research objectives are met; conducts final review for complex research to assess and problem solve.	3. Manages and designs implementation of new programs administered by staff.	3. Mentors and or directs student library internship programs.
4. Determines training needs and provides training to employees; ensures employees have tools and knowledge to comply with research requirements; develops training programs.		
5. Applies human resources policies and procedures; recruits and selects staff, conducts performance assessments. Identifies and recommends career development opportunities with		

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employees.		
6. Identifies disciplinary issues and brings to the attention of appropriate people; resolves minor problems and complaints on an informal basis.		

**Instruction**

Instructs and trains employees, students, faculty and/or other clients/patrons by providing information, including appropriate procedures, practice and/or the operation of equipment.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Identifies training needs of various audiences; and develops and modifies instructional materials. Evaluates library instruction using appropriate assessment techniques.	1. Develops and provides instruction on internet resources and or specialty area.	1. Provides consulting services i.e. speeches, workshops and seminars.
2. Provides customized group instruction and support for distance learners, students and related faculty. Develops instructional finding aids.	2. Develops and provides instruction or consultation in a foreign language, specialty area i.e. legal materials, population indexing.	
3. Provides comprehensive internal and external consulting. Knowledge of permissible exceptions and trends of the industry are often used to provide a broader perspective.		

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**Communication (Presentations, Oral, and Written)**

Presents information to individuals or groups; delivers presentations suited to the characteristics and needs of the audience. Conveys information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Listens and responds appropriately to others. Transactions are usually conducted in a functional or specialty area, which requires subject knowledge or fluency in a foreign language(s).

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Presents ideas in a clear, concise, organized manner. Explains and interprets programs, policies and procedures to meet the specific needs of clients/patrons. Communicates information related to overall library operations.	1. Prepares guidelines, answers inquiries and advises others regarding processes, services, and operations as applied to non-standard situations. Communicates expectations to other employees, which may include formal/informal training.	
2. Responds to requests/issues that deviate from standard operating procedures. Responds to requests for program and procedural information.	2. Interprets and communicates information to meet the needs of non-standard situations by applying knowledge of programs, policies, and procedures.	
3. Demonstrates the ability to work with confidential and sensitive information.		
4. Develops partnerships and collaborative working relationships with internal/external clients/patrons.		
5. Participates in professional organizations. May contribute to professional literature.	5. Presents at professional organizations representing the library.	5. Independently conducts research and writes articles for professional publications.

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**Recommended Minimum Training Guideline:**

A Master's degree in Library and Information Science, Library Science, and/or Information Resources and Library Science from an accredited Library Science program\* or an equivalent combination of training and experience.

\*Degrees must be received from appropriately (ALA) accredited institutions.

**Special 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.