

LIBRARY SERVICES SPECIALIST

CSEA Draft

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Classification Overview:

The Library Services Specialist classification is a broad classification with six skill levels, designed for technical and paraprofessional library positions that provide support to Libraries in day-to-day operations in all functional areas. Incumbents assist library patrons including students, faculty, staff and the public and perform a wide range of library functions from information and access services to technical services and the processing of library materials to collection maintenance. A brief description of the key functional areas is provided under **Core Functions**.

Six position skill levels are defined within the classification. Lead and supervisory responsibilities are incorporated into the position skill levels. The following descriptions provide a brief overview of each skill level; full descriptions of the skill levels are provided below under **Position Skill Levels**.

- ◆ **Position Skill Level I** – Incumbents at this level perform routine tasks within a functional area. They may oversee student assistants performing similar or related work.
- ◆ **Position Skill Level II** – Incumbents at this level work more independently. Incumbents perform the full range of tasks for the assigned function and often give input to maintain and update work procedures. They may be responsible for coordinating the work of student assistants assigned to the area.
- ◆ **Position Skill Level III** – Incumbents are responsible for performing the more complex tasks in their assigned functional area or are supporting the more professional library functions and/ or overseeing the daily operations of a discrete functional area within the library. Incumbents work independently and use independent judgment. They are often responsible for coordinating the work of student assistants assigned to the area.
- ◆ **Position Skill Level IV** – Incumbents are often involved in broader library planning functions and have a significant role in more professional library functions such as collection development and reference. Incumbents are often responsible for complex technical services tasks such as cataloging and/or serves as a technical authority and/or maintains an unique collection. They are often responsible for supervising student assistants assigned to the area.
- **Position Skill Level V** – Incumbents at this level typically are responsible for overseeing the daily operations of a small or unique library unit/dept., including overseeing the work of staff and student assistants. Incumbents are often involved in administrative and/or budgetary functions that requires a thorough knowledge of the library's collection, classification scheme and catalog.

- **Position Skill Level VI-** Incumbents at this level are typically responsible for the overall operation of a large library unit, often encompassing more than one functional area, such as all of access services or all of technical services. Incumbents are often involved in administrative and/or budgetary functions that requires a expert knowledge of the library's collection, classification scheme and catalog.

Core Functions:

Library operations encompass a wide range of functions from access services to technical services. The work of a Library Services Specialist may be focused in one or more of the following core functions within the library. The descriptions of work functions included below are ***not*** meant to be all-inclusive or indicate a specific skill level within the classification; rather, they are examples that illustrate the variety of activities that often fall under each core function.

- ◆ **Circulation** – Staff the circulation desk and/or oversee circulation daily operations; check library materials in and out using the library systems; update and maintain the patron database; prepare daily circulation reports; handle overdue materials and collect fines; handle lost and damaged materials returned from patrons; oversee shelving of library materials; assist patrons in finding materials and with questions related to circulation policies and procedures; and resolve patron problems.
- ◆ **Interlibrary Loans** – Coordinate or oversee the borrowing and/or lending of library materials for patrons, retrieve and process requests through various joint resource sharing systems and cooperative efforts with other libraries; verify eligibility of requests; verify bibliographic information and conduct bibliographic searches related to requests; troubleshoot problem requests; compile and analyze borrowing and lending statistics; and follow-up on overdue materials and recalls.
- ◆ **Reserves** – Staff the reserve desk or book room and/or oversee daily operations; consult with faculty about course materials to be placed on reserve; provide assistance to faculty in organizing materials to be placed on reserve; process both paper and electronic materials to be placed on reserve, ensuring that copyright requirements are met for all items; maintain the reserve collection and web pages; and administer the reserve module in the library system and maintain reserve records.
- ◆ **Reference** – Staff the reference or information desk and/or provide reference assistance to patrons in person, over the telephone, or on-line in the use of general and subject-oriented reference tools and databases; maintain reference collections; work with Librarians to update reference collections; and may participate in library instruction and literacy programs under the direction of a Librarian.
- * **Serials** – Receive and process periodicals and serials in print and electronic formats using the library systems and prepare them for library use; identify missing items and use appropriate claiming methods to obtain missing materials; identify changes in the title or status of standing order serials and periodicals and notify cataloging; analyze and evaluate content license agreements for access to on-line journals and databases; monitor expenditures for serials and periodicals and verify and process serials invoices; maintain serial collections and prepare materials for binding.

- ◆ **Acquisitions, Receiving and Bindery** – Handle library acquisition processing from ordering library materials, including print, non-print and specialized materials, to receiving and processing materials on the library system to preparing them for library use; verify the accuracy of materials received; monitor acquisition expenditures and process vendor invoices for payment; analyze expenditures to prepare annual statistics and audit reports and to supply data for curriculum proposals; and oversee repair operations and coordinate with bindery services.
- ◆ **Cataloging and Bibliographic Control** – Perform copy, shared and/or original cataloging of library materials using the OCLC database and its utilities for a selected or wider range of library materials, such as monographs, serials, periodicals, on-line journals, music scores, electronic-based materials, media materials, and other print and non-print materials; create, update and maintain bibliographic records on the library's systems; acquire or export bibliographic records from electronic resource vendors and provide access through the campus on-line catalog; and provide multiple on-line access points on the library's systems and on-line catalog.
- ◆ **Collection Development** – Support collection management activities; work with subject librarians to identify gaps in the library's collections based on degrees, programs and curricula; analyze collection use statistics; perform initial review of approval book shipments to assess the treatment and scope of the subject matter and quality of the presentation; and assist or maintain the collection development budget process by analyzing expenditures and the allocation of resources to various subject areas.
- ◆ **Special Collections** – Perform the full range of collection management activities for a special collection including acquisition, cataloging, circulation, and patron information and reference support and services; physically maintain the special collection, ensuring proper handling and preservation of archival materials; develop and maintain physical and web-based displays related to the collection; and assist in collection development activities.
- ◆ **Other Administrative Functions** – In addition to other library duties, incumbents may perform the following administrative functions, serve as a library systems/technology specialist; serve as the unit budget and accounting coordinator; coordinate library building service and security; and coordinate library supplies and maintain furniture inventory.

Entry Qualifications

Entry to this classification at Position Skill Level I requires the following knowledge, skills and abilities.

- ◆ Demonstrated proficiency in English grammar, punctuation and spelling, including the ability to clearly communicate verbally and in writing.
- ◆ General knowledge of the library's organization structure and key functional operations.
- ◆ Ability to quickly learn and apply policies and procedures related to the functional work unit and the overall library.
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- ◆ Ability to use campus and related on-line catalogs and systems to perform position duties.
- ◆ Ability to use standard office support technology and standard software packages.
- ◆ Ability to perform standard arithmetic operations.

- ◆ Ability to work with minimal supervision to perform assigned work.
- ◆ Ability to work with the public and be service oriented.
- ◆ Ability to establish and maintain effective working relationships within and outside the library.

Position Skill Levels

Six position skill levels are defined within this classification. Progression from a lower to a higher skill level is referred to as an *in-classification progression*. The factors used to determine position skill level include scope and complexity of work performed, including scope of lead responsibilities and accountability for the work results of self and others; breadth and depth of library knowledge required; breadth and depth of internal and external library systems and database knowledge and skills; breadth and depth of research, analytical, problem solving and organizational skills; and overall communication skills requirements.

A position is placed at the skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to one of the six position skill levels defined below. . It is important to note that position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical range of skills found at that skill level. Entry qualifications are defined above for entry to the first position skill level. Further progression within the classification depends first, on the need for a position at a higher skill level, second on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied knowledge, skills and abilities.

Position Skill Level I

Incumbents at this level perform work assignments that are routine , clearly defined tasks, such staffing an information desk, , assisting in one or more phases of processing library materials, processing interlibrary loan requests, sorting the mail or performing copy cataloging. They may oversee student assistants performing similar or related work within the library unit.

In addition to the knowledge, skills and abilities identified for classification entry, the work at this skill level typically requires:

- ◆ General knowledge of specific work procedures and methods related to the library tasks performed.
- ◆ General knowledge of library policies and procedures and more specific knowledge of policies and procedures pertaining to the work unit.
- ◆ Ability to use the library system(s) and subsystem(s) module(s) to perform assigned duties.
- ◆ Ability to use standard features of various on-line resources used within the library to perform work and assist patrons.
- ◆ General knowledge of basic library research methods and the ability to use them, as well as the ability to access library information databases and resources.
- ◆ Familiarity with standard desktop software packages and the ability to use standard features.
- ◆ Familiarity with policies pertaining to Internet access and use.

- ◆ Effective communication skills and ability to work with the public and assist patrons with basic questions to direct them appropriately in locating and using library materials and to inform them of applicable library policies and procedures.

Position Skill Level II

Incumbents at this level work independently and typically are responsible for the borrowing or loaning function within interlibrary loans, or processing acquisitions or serials or the loan functioning at a service desk. Incumbents perform the full range of tasks for the assigned function and often give input to maintain and update work procedures and ensure adherence to policies and procedures applicable to the functional area. May oversee the work of student assistants in assigned functional area. Requires general knowledge of student assistant policies and procedure and the ability to train.

In addition to the knowledge, skills and abilities identified for Position Skill Level I, the work at this level typically requires:

- ◆ Working knowledge of functional area policies and procedures and applicable work methods.
- ◆ Ability to work independently in functional area.
- ◆ General knowledge of library collection organization and classification scheme.
- ◆ Working knowledge in the use of automated library system(s) and subsystem(s) pertaining to functional area.
- ◆ General knowledge of national standards and guidelines pertaining to libraries.
- ◆ Proficient in the use on-line databases and resources related to functional area.
- ◆ Ability to recommend procedural changes and to interpret library policies and rules and apply them accurately in performing work functions.
- ◆ Ability to effectively search general databases.
- ◆ Working knowledge of policies pertaining to Internet access and use.
- ◆ Ability to assess own knowledge and skills and identify learning resources and take advantage of opportunities.
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- ◆ Ability to use public service experience, in determining a patron problem or complaint.
- ◆ Ability to orient and guide patrons in the use of library resources.
- ◆ Ability to interview patrons to gain a better understanding of their information needs.
- ◆ Ability to compile and present information in an organized manner.
- ◆ Ability to fully use standard desktop software packages such as word processing or spreadsheets.

General knowledge of library accounting and budget procedures including the ability to perform basic arithmetic operations to track and monitor budgets.

Position Skill Level III

Incumbents at this level typically are responsible for performing the more complex tasks in their assigned functional area. Incumbents support the more professional library functions such as collection development, special collections, circulation, cataloging, acquisitions and reference. Incumbents at this level often train student assistants and staff. May evaluate and adapt work procedures. Often provide work direction to students within the functional area and are accountable for their work results.

In addition to the knowledge, skills and abilities identified for Position Skill Level II, the work at this level typically requires:

- ◆ Proficient knowledge of overall library policies and procedures.
- ◆ In-depth knowledge of library operations, policies and procedures pertaining to assigned functional area and a solid understanding of individual work functions and the ability to adapt work procedures.
- ◆ Working knowledge of the library collection and its organization, as well as classification schemes.
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- ◆ Thorough knowledge of policies and laws related to Internet use and access, including issues related to copyrighting of materials.
- ◆ General knowledge of the ethics associated with use and access of library information.
- ◆ Ability to investigate and research more complex problems, including analyzing and interpreting information.
- ◆ Ability to conduct complex on-line searches and investigate and research more complex problems.
- ◆ Demonstrated expertise in using library automated system(s), especially the subsystem(s) pertaining to the functional area.
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- ◆ Demonstrated expertise in identifying bibliographic errors and correct them.
- ◆ Ability to identify vendor or publisher billing errors and correct them.
- ◆ Working knowledge of library budget and accounting procedures and allocation processes and ability to apply this knowledge to assist in the budget process. Strong organizational skills to manage work flow in assigned area.
- ◆ .
- ◆ Ability to effectively guide patrons in the use of more complex library and on-line resources.
- ◆ Strong interviewing skills and the ability to interpret patron information needs.
- ◆ More extensive public service experience, including the ability to resolve more complex patron problems and complaints

Position Skill Level IV

Incumbents at this level typically are responsible for performing the more complex and comprehensive technical tasks in their assigned functional area. Incumbents may be involved in broad library planning functions and have a significant role in more complex library functions such as collection development, circulation, archives, cataloging, systems and reference. May serve as a technology functional expert in assigned area, unit or department. May oversee a small or unique area or unit. Work requires broad knowledge of supervisory skills and campus human resource practices and payroll procedures.

In addition to the knowledge, skills and abilities identified for Position Skill Level III, the work at this level typically requires:

- ◆ Comprehensive and in-depth knowledge of library operations in assigned library unit or department and its relations to overall library operations.
- ◆ Fully proficient in all technical aspects of work assignments including a thorough knowledge of functional area policies and procedures and applicable work methods.
- ◆ Thorough knowledge of national standards pertaining to library operations.
- ◆ Thorough knowledge of the library collection itself, its organization, and classification schemes.
- ◆ Expertise in most aspects of the library's automated and on-line catalog systems.
- ◆ Comprehensive knowledge of external on-line databases, systems and resources pertaining to functional area.
- ◆ Comprehensive knowledge of national standards and policies and legal issues related to Internet access and use, including those related to copyright laws.
- ◆ Strong organizational skills to manage and assess work flow and establish priorities.
- ◆ Capable of identifying and applying different learning strategies to promote continued learning.
- ◆ Ability to participate in longer range planning related to library unit by analyzing usage and expenditure data and comparing this to future needs.
- ◆ Ability to perform complex budget analyses and prepare written reports.
- ◆ Ability to create a matrix code used in online catalogs and patron records
- ◆ Ability to create original and shared cataloging bibliographic records.
- ◆ Comprehensive knowledge of authority control.
- ◆ Thorough knowledge of bibliographic subject divisions and able to apply them
- ◆ Ability to prepare written and visual presentations on library resources and present them to library patrons, including students
- ◆ Expert knowledge of database maintenance and the ability to change database matrix codes.
- ◆ Ability to work independently within a team environment.
- ◆ Extensive knowledge of searching strategies and on-line databases and resources.
- ◆ Ability to work with patrons, including students, in more sophisticated reference and research strategies.

Position Skill Level V

Incumbents at this level typically are responsible for the overall operation of a small or unique library unit or section. Incumbents at this level typically are responsible for performing at an expert level of professional tasks in their assigned functional area. Incumbents support the more professional library functions such as collection development, special collections, circulation and reference. May evaluate and adapt work procedures.

Often provide supervisory and lead work direction to staff and students within the functional area and are accountable for their work results. Must be versed in all aspects of lead work direction including assisting in employee selection, training employees in new work procedures, assigning work, managing work flow and establishing priorities, reviewing work, and providing input to performance evaluations.

In addition to the knowledge, skills and abilities identified for Position Skill Level IV, the work at this level typically requires:

- ◆ Expert and thorough knowledge of overall library policies and procedures.
- ◆ Comprehensive knowledge of library operations, policies and procedures pertaining to assigned functional area and a solid understanding of individual work functions and the ability to adapt work procedures.
- ◆ Comprehensive knowledge of the library collection and its organization, as well as classification schemes.
- ◆ Thorough knowledge of national standards pertaining to library operations.
- ◆ Thorough knowledge of policies and laws related to Internet use and access, including issues related to copyrighting of materials.
- ◆ General knowledge of the ethics associated with use and access of library information.
- ◆ Ability to investigate and research more complex problems, including analyzing and interpreting information.
- ◆ Ability to conduct complex on-line searches and investigate and research more complex problems.
- ◆ Demonstrated expertise in using library automated system(s), especially the subsystem(s) pertaining to the functional area.
- ◆ Capable of identifying and applying different learning strategies to promote continuous learning.
- ◆ Working knowledge of library budget and accounting procedures and allocation processes and ability to apply this knowledge to assist in the budget process. Strong organizational skills to manage work flow in assigned area.
- ◆ Ability to prepare written and visual presentations on library resources and present them to library patrons, including students.
- ◆ Ability to guide patrons in the use of more complex library and on-line resources.
- ◆ Strong interviewing skills and the ability to interpret patron information needs.
- ◆ Ability to promote teamwork among staff and student assistants assigned to functional area.

Position Skill Level VI

Incumbents at this level typically are responsible for managing the overall operation of a large library unit, often encompassing more than one functional area, such as overall access services or technical services. Incumbents are involved in comprehensive and broad library planning functions and play a significant administrative role.

Oversee the daily operations of one or more broad functional units, such as all of access services, which might include circulation, reserves and interlibrary loans or all of technical services, which might include acquisitions, serials and cataloging. Fully responsible for performing and overseeing all unit/dept. work functions for staff and students assigned to the library unit(s). Responsible for hiring, training and assigning work to staff within assigned functional area. Work requires a comprehensive knowledge of management and supervisory skills and campus human resource practices and payroll procedures.

In addition to the knowledge, skills and abilities identified for Position Skill Level V, the work at this level typically requires:

- ◆ Comprehensive and in-depth knowledge of library operations in assigned library unit or department and its relations to overall library operations.
- ◆ Thorough knowledge of the library collection itself, its organization, and classification schemes.
- ◆ Expertise in most aspects of the library's automated and on-line catalog systems.
- ◆ Comprehensive knowledge of external on-line databases, systems and resources pertaining to functional area.
- ◆ Comprehensive knowledge of national standards and policies and legal issues related to Internet access and use, including those related to copyright laws.
- ◆ Extensive organizational skills to manage and assess work flow and establish priorities.
- ◆ Capable of independently developing own strategy for continuous learning and is adept at integrating new knowledge and skills.
- ◆ Ability to participate in longer range planning related to library unit by analyzing usage and expenditure data and comparing this to future needs.
- ◆ Performs complex budget analyses.
- ◆ Comprehensive knowledge of searching strategies and on-line databases and resources.
- ◆ Ability to work with patrons, including students, in more sophisticated and specialized reference and research strategies.

Education and Experience:

Education requirement is equivalent to the stated number of years of education or units of postsecondary education.

Any combination of education and experience that required knowledge and abilities may be substituted.

Title	Experience	Education
Library Assistant I	3 years library clerical assistant experience	High School Diploma or GED
	2 years library clerical assistant experience	2 years/60 units
	1 year library clerical assistant experience	4 years/120 units
	Completion of a Certificate program for Library Assistant/Technician	High School Diploma or GED
Library Assistant II	3 years library assistant I	High School Diploma or GED
	2 years library assistant I	2 years/60 units
	1 year library assistant I	4 years/120 units
Library Assistant III	5 years library assistant	High School Diploma or GED
	4 years library assistant	2 years/60 units
	3 years library assistant	4 years/120 units
Library Assistant IV	7 years library assistant	High School Diploma or GED
	6 years library assistant	2 years/60 units
	5 years library assistant	4 years/120 units
Library Assistant V	9 years library assistant	High School Diploma or GED
	8 years library assistant	2 years/60 units
	7 years library assistant	4 years/120 units
Library Assistant VI	11 years library assistant	High School Diploma or GED
	10 years library assistant	2 years/60 units
	9 years library assistant	4 years/120 units