



JOB FAMILY CONCEPT

This family consists of four levels. Levels are distinguished by the nature and complexity of the work, degree of independence and type of supervision received. Positions in this job family support libraries, museums and archives by performing a range of technical and support functions. This job family is distinguished from the Library, Museum & Archives Professional job family by lower education/experience requirements and the primary responsibility of providing technical assistance within library, museum and archives areas. Positions may support one or more of the following functional areas:

- Acquisitions
- Cataloging
- Circulation
- Information Services (reference, public service)
- Interlibrary loan
- Preservation
- Media services
- Archives
- Curatorial

TYPICAL FUNCTIONS

The functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

Acquisitions

- Place orders or renew subscriptions for library materials utilizing local, regional, or national vendor databases and following University fiscal procedures
- Create and process invoices and purchase orders; maintain fiscal records
- Receive, check in and process materials
- Process gifts and purchases of archival materials, including determining appropriate storage materials and location, creating and monitoring the status of donation records; assist in donor relations through personal contact and correspondence
- Monitor and balance budgets against internal spreadsheets, acquisitions reports, and BANNER. Assist in determining allocation of funds
- Review catalogs and identify items of interest for purchase
- May select and de-select materials for assigned collection areas

Cataloging

- Process or check-in library material by verifying bibliographic information; download record from local, national, international bibliographic databases; create item record; review items for quality control



- Update library database by modifying bibliographic information; check manual and/or automated systems to verify entries; delete withdrawal records
- Perform copy cataloging: input and/or revise catalog records in local, regional, national, or international databases using specific knowledge of appropriate cataloging rules, machine readable coding, and local practice; maintain holdings records
- Draft original subject and descriptive cataloging records as directed by supervisor and in accordance with nationally established cataloging rules. Upload records and associated digital objects into a specialized information system
- Arrange and describe archival collections according to an approved plan based on archival principles
- Assist library database manager and work closely with vendors on the integration of databases and library systems modules

Circulation

- Maintain circulation/bibliographic records
- Locate, retrieve and check out specific library materials; assist in stack maintenance.
- Create and oversee billing procedures for overdue materials
- Locate archival materials and rare books and maps in closed storage; monitor patron use and ensure security of materials
- Identify and determine appropriate application of any restrictions on access or use, including applicable U. S. Copyright regulations, referring complex questions to supervisor
- Instruct patrons in proper handling of archival materials

Information Services

- Assist patrons with library tools and explain procedures and services including: the use of library catalogs, bibliographic tools, and equipment. Respond to information and reference questions (including historical and research questions); search online databases to identify and locate materials; refer complex questions to subject specialists
- Maintain ongoing operations of public service desks including opening and closing procedures
- Prepare physical and virtual exhibits to illustrate set topics, selecting materials and drafting text and designing layout

Interlibrary Loan

- Process requests, renewals and overdues for interlibrary loan materials using specialized software applications, scanning and reprographic equipment
- Research unverified citations using online bibliographic and internet tools and library or institutions holdings; confirm library holdings for correct items
- Create specialized requests for hard-to-find items



Preservation

- Survey holdings to identify materials in need of preservation
- Perform basic preservation and housing, referring complex questions to supervisor.
- Prepare items for preservation copying via photography and microfilming; review returned reproductions for quality control
- Identify obsolete and current media formats and assess condition
- Operate analog and digital media equipment to transfer archival content for preservation and patron access. Manipulate digital content to improve accessibility

General

- Provide training or presentations to staff, students, community, or professional groups
- Coordinate, communicate and act as liaison with internal and external users and/or entities
- Monitor building or unit operations and security; oversee area security access
- Lead** or supervise** a work group or unit
- Prepare small funding proposals and manage project; prepare work-plan and budget components for large proposals
- Select and troubleshoot equipment; operate and perform basic maintenance on obsolete-format equipment
- Media: evaluate, select for purchase, catalog, label, set up online policies, maintain, repair, media equipment including digital cameras, camcorders, audio recorders, sound systems, TVs, VCR's, DVD and CD players/recorders

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, the scope, complexity, and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1

PCLS: 02701

Grade 74

Non-Exempt

Descriptors

Work is performed under direct supervision. Provide basic technical support of limited complexity* such as: processing routine requests for materials, filing and retrieving books and materials, data input and maintenance, copying documents and repairing library materials. Provide routine assistance in technical and acquisitions services; identify bibliographic records and verify accuracy of information from existing sources. Assignments require basic understanding of procedures or methods and occasional application of judgment or discretion; however most tasks and methods are well defined. This level is distinguished from higher levels by the closeness of supervision and performance of routine technical tasks.



Knowledge, Skills, and Abilities

Knowledge of basic computer operations. Ability to perform routine technical work. Ability to operate and troubleshoot basic office equipment. Ability to communicate effectively with patrons. Ability to follow directions given by supervisors or co-workers. Ability to file, maintain records, and track information. Ability to perform accurate data entry.

Education and Experience****

High school graduation, and six months relevant experience in a library, or an equivalent combination of training and experience.

Level 2

PCLS: 02702

Grade 75

Non-Exempt

Descriptors

Work is performed under general supervision within established guidelines. Perform technical and support duties of moderate complexity* such as assisting patrons with basic information, routine circulation questions, and in the basic use of bibliographic tools. Assignments require an intermediate understanding of library procedures and the ability to apply judgment within day-to-day job parameters. Tasks and methods allow for the application of limited decision making and judgment within established guidelines. May lead** and provide direction to student employees. This level is distinguished from level one by the increased independence and increased responsibility for more complex* assignments, which require additional discretion or judgment.

Knowledge, Skills, and Abilities

Same as level one, plus: Intermediate knowledge of computer applications and databases. Working knowledge of the resources, services, organization or functions of various library units or overall organization. Effective customer service and communication skills. Ability to multi-task and prioritize. Ability to follow written and oral directions. Ability to work independently within established guidelines and procedures. Ability to lead** student employees.

Education and Experience****

High school graduation and one year relevant experience, or an equivalent combination of training and experience. May require subject or technical knowledge acquired through college coursework, specialized training, or work experience in a related setting.

Level 3

PCLS: 02703

Grade 76

Non-Exempt

Descriptors

Work is performed under intermittent supervision. Perform moderately complex* and diverse assignments. Identify bibliographic records, verify accuracy, manipulate data, and download information into database information systems. Assist patrons with intermediate to advanced information needs. Apply judgment, advanced skill/knowledge, and a broad understanding of



library operations to assigned work. May supervise** student employees and/or lead** staff including training, assigning and participating in work activity, and ensuring the smooth organization and work flow of a unit. This level is distinguished from lower levels by: fluency in assigned area of responsibility; ability to implement policy and procedural changes; providing day-to-day guidance and training for staff; moderate working knowledge of local, national, and international database information systems; ability to perform data manipulation; and working knowledge of classification schemes and other bibliographic tools.

Knowledge, Skills, and Abilities

Same as level two, plus: Advanced technical knowledge of applicable methods, procedures, rules and guidelines. Moderate knowledge of computer applications and database information systems and bibliographic classification schemes. Knowledge of curatorial methods for rare and unique materials. Technical knowledge of library, archival and/or curatorial methods, procedures, rules and guidelines sufficient to perform moderately complex and diverse assignments. Ability to determine appropriate strategies and methods to accomplish tasks. Ability to organize and prioritize work. Ability to perform day-to-day responsibilities with discretion or independence. Ability to interpret and apply library procedures and methods. Ability to follow established policies and procedures and make suggestions or implement changes to policies and procedures. Ability to provide advanced customer support to patrons. Ability to lead and** train staff. Ability to supervise** student employees. Ability to repair and maintain equipment.

Education and Experience****

High School graduation and two years progressively responsible relevant experience, or an equivalent combination of training and experience. May require subject or technical knowledge acquired through college coursework, specialized training, or advanced work experience in a related setting.

Level 4

PCLS: 02704

*****Alternate PCLS: 09270**

Grade 77

Non-Exempt

Descriptors

Work is performed under administrative supervision. Perform specialized complex* assignments requiring independence, judgment, and initiative in determining needs, prioritizing and organizing work, and in determining the appropriate action to be taken. Assignments require advanced skill and broad understanding of procedures and the ability to apply judgment or use evaluative skills continually. Supervise** staff and/or coordinate large/specialized projects or events. Serve as expert resource and may provide training to unit personnel locally and statewide. This is the advanced level which is distinguished by its significant latitude to determine methods of performing the work, using judgment, setting priorities; supervisory responsibility; and advanced or specialist knowledge of database information systems, bibliographic classification schemes, computer applications and serving as an expert resource in assigned area(s).



Knowledge, Skills, and Abilities

Same as level three, plus: Advanced knowledge of and extensive experience with library, archival and/or curatorial methods, procedures, rules and guidelines sufficient to perform complex and diverse assignments. Advanced or specialist knowledge of database information systems, bibliographic classification schemes and computer applications. Ability to use evaluative skills in the performance or assignment of responsibilities to meet complex program or system needs in assigned area. Ability to supervise** staff. Ability to implement unit changes to policies and procedures.

Education and Experience****

High school graduation and three years progressively responsible relevant experience, or an equivalent combination of training and experience. May require advanced subject matter or technical knowledge acquired through college or graduate coursework, specialized training, or work experience.

- * **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Local, State, Federal, and University regulations related to library and museum services that includes but is not limited to health & safety, copyright, rules and regulations). Complexity increases as application, interpretation, and frequency of working with rules and regulations increases. Complex positions typically manage multiple diverse departments and functions.
- * **Scope:** Refers to the impact that a unit has on the organization or those it impacts, or the size of the organization.
- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Fluent in assigned area of responsibility.
- ** **Supervise:** Hire, train, evaluate performance, and initiate corrective action.
- *** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.
- **** Education beyond high school may be substituted for experience on the basis of one academic year of study (i.e. 45 quarter hours or 30 semester credits or the equivalent) for 12 months of related experience.

[July 2009 revisions included formatting document for consistency, and adding alternate PCLS information.]