

**POSITION ROLE STATEMENT: Library Assistant Job Family**
**Initial Completion Date:**  
**Revision Date(s):**

07/22/2013

**Title Library Assistant I**

<b>Definitions:</b>		<b>Knowledge / Abilities</b>	<b>Education &amp; Experience</b>
<ul style="list-style-type: none"> <li>• Incumbents in both public and technical services perform tasks requiring a working knowledge of library procedures and policies as they relate to the work assignment.</li> <li>• A working knowledge of department and library activities, policies, and procedures is necessary and may be acquired on the job while in probationary status. Incumbents perform work that is routine and repetitive in nature.</li> <li>• Tasks are well defined. In most cases, problems and their causes are easily identified.</li> <li>• More experienced incumbents may be able to identify the causes of unusual problems.</li> <li>• In general, problems will be solved by applying past experiences in handling similar issues with slightly different data.</li> <li>• Guidelines are clear, well-defined, and applicable to the tasks assigned.</li> </ul>	<ul style="list-style-type: none"> <li>• Some employees may exercise personal judgment in interpreting them.</li> <li>• Work at this level requires the employee to choose the appropriate method from a limited number of options.</li> <li>• Incumbents are not expected to develop new methods or procedures.</li> <li>• More experienced employees may provide some input into the development of new or improved procedures or practices.</li> <li>• Expected to be able to provide information to the library user that requires a working knowledge of library operations or to refer inquiries to an appropriate resource person and to use library computer systems as resources.</li> <li>• Incumbents may schedule the work of and train student assistants as well as provide advice and direction to them.</li> <li>• The majority of assignments (more than 50 percent) are at this level.</li> </ul>	<p>Working knowledge of library terminology, general bibliographic forms and structures, library computer applications (may be acquired during probationary period).</p> <p>Ability to: work accurately with attention to detail; use discretion in applying rules, regulations, and procedures; communicate effectively using standard spoken and written English; work cooperatively with others; use a typewriter and/or word processor; read and write English at a level appropriate to the position.</p> <p>Ability to: apply rules in accordance with policy, regulations, and procedures under varying circumstances; provide standard information on library policies and procedures to library users</p>	<p>Education requirement is the stated number of years of education or units of post-secondary education or equivalent combination of knowledge and experience.</p> <p>One year general office and library experience and two years of education (60 units), or equivalent.</p>

**Title: Library Assistant II**

Definitions:		Knowledge / Abilities	Education & Experience
<ul style="list-style-type: none"> <li>• Incumbents in both public and technical services are expected to have a general knowledge of library procedures and policies as they relate to several broad functions of a subunit or an entire unit of the library.</li> <li>• A general knowledge of department and library activities, policies, and procedures is necessary. Incumbents perform work that is standardized in content and which involves the application of established practices.</li> <li>• They may be expected to make decisions about routine matters and use some judgment regarding the application of general instructions.</li> <li>• Identifying problems may require investigation.</li> <li>• Past experience may not always be applicable.</li> <li>• Time and research to identify alternatives may be required.</li> </ul>	<ul style="list-style-type: none"> <li>• Existing guidelines, while clear and well-defined, may not always be applicable and some judgment may be required to explain them.</li> <li>• Independent judgment is required when weighing alternatives, deciding between conflicting guidelines, or prioritizing work tasks. In general, employees will choose their own method of completing a job assignment from among a number of options previously provided by a supervisor.</li> <li>• Incumbents may suggest ways to improve current procedures and methods.</li> <li>• Able to provide a higher level of information to library users, to use library/ computer systems as resources, and to render assistance in many instances without referring the inquiry to another person.</li> <li>• Incumbents may schedule the work of and train student assistants as well as provide advice and direction to them.</li> <li>• The majority of assignments (more than 50 percent) are at this level.</li> </ul>	<p>General knowledge of computer applications in the library; the academic library setting; the library's collection; the system under which library materials are classified; and the catalog.</p> <p>Working knowledge of the activities, policies, and procedures of the area to which the position is assigned and how that area interacts with other parts of the library.</p> <p>Ability to: work accurately with attention to detail; use discretion in applying rules, regulations, and procedures; communicate effectively using standard spoken and written English; work cooperatively with others; use a typewriter and/or word processor; read and write English at a level appropriate to the position.</p> <p>Ability to: work independently using relevant knowledge to determine the best course of action; interpret, modify, and verify library records within established rules and procedures; understand and operate library computer systems and use the resulting outputs; understand and interpret library rules and bibliographic standards and apply them with accuracy; and perform a number of duties and administrative tasks.</p>	<p>Education requirement is the stated number of years of education or units of post-secondary education or equivalent combination of knowledge and experience.</p> <p>2 years Library Assistant 1 and 2 years of education (60 units), or equivalent; 1 year Library Assistant 1 or 4 years education (120 units), or equivalent</p>

**Title: Library Assistant III**

Definitions:	Knowledge / Abilities	Education & Experience
<ul style="list-style-type: none"> <li>• Incumbents in both public and technical services perform duties requiring a thorough knowledge and understanding of the library's collection, classification scheme, catalog, and computer applications, as well as the activities, policies, and procedures of the unit(s) to which they are assigned.</li> <li>• An understanding of how the activities of the assigned unit fit into the overall activities of the library is also required.</li> <li>• Work assignments are complex and varied, often outside the scope of standard practices and established guidelines.</li> <li>• In areas that are not covered by a written policy and procedure, independent judgment in making decisions is expected.</li> <li>• A larger proportion of problems encountered are difficult, requiring extensive investigation to determine their cause.</li> <li>• Unprecedented problems or ambiguous guidelines require resolution through research and consultation with librarians or other staff members.</li> </ul>	<ul style="list-style-type: none"> <li>• Incumbents are given substantial independence in carrying out assignments, exercising initiative and judgment as appropriate.</li> <li>• Must be resourceful in resolving problems and discrepancies, doing research, developing and improving procedures, preparing materials for library users, and using and coordinating library computer systems as resources or assisting others to effectively utilize library computer systems.</li> <li>• May serve as a resource person, providing information to librarians and administrators as well as other library users.</li> <li>• May provide input to the department budget process. The incumbent may schedule and direct the work of employees at the same or lower level. The majority of assignments (more than 50 percent) are at this level.</li> </ul>	<p>Thorough knowledge of the library's collection, classification schema, and catalog; computer applications in the library; the activities, policies, and procedures of the area to which the position is assigned; the way in which that area interacts with the other parts of the library and the library interacts with the university.</p> <p>Ability to: coordinate administrative aspects of a particular library function; implement policy and procedures; establish work procedures, prioritize tasks, and modify procedures in the light of experience; resolve problems and perform duties even in situations in which policy is general and guidelines are inadequate; apply independent judgment within the framework of established library policies; demonstrate initiative and resourcefulness in resolving problems; write explanatory materials for library users; assist in the implementation of library computer systems.</p> <p>Ability to: work accurately with attention to detail; use discretion in applying rules, regulations, and procedures; communicate effectively using standard spoken and written English; work cooperatively with others; use a typewriter and/or a word processor; read and write English at a level appropriate to the position</p> <p>Education requirement is the stated number of years of education or units of post-secondary education or equivalent combination of knowledge and experience.</p> <p>2 years Library Assistant and 4 years education (120 units), or equivalent</p>

## Title Library Assistant IV

Definitions:	Knowledge / Abilities	Education & Experience
<ul style="list-style-type: none"> <li>• Incumbents in both public and technical services perform the most challenging, exceptional, or complex assignments in one or more area(s) of the library.</li> <li>• May work in the capacity of a special assistant to a librarian, performing work which does not require the level of education and training of a librarian, but does require an advanced level of competency.</li> <li>• Work assignments require a comprehensive knowledge and understanding of the library, its collection, classification scheme, catalog, and computer systems, as well as how the activities of each of the various units fit into the overall mission of the library.</li> <li>• Incumbents act independently in their area of responsibility.</li> <li>• Provide high level support and assistance to librarians or administrators in formulating, developing, and modifying library policies and procedures; participate in planning for accomplishment of future objectives; are involved in the implementation and improvement of library computer systems or other systems; and make recommendation to administration regarding the allocation of resources, space allocation, major budgetary expenditures, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Superior organizational, supervisory and communication skills may be required.</li> <li>• Often serves as a resource person or expert in his or her area of responsibility for other staff and library users. Examples include knowledge of a particular area of academic investigation or expertise in highly specialized computer applications. Identifying and solving problems may entail lengthy, time-consuming investigations and require the ability to resolve differences among the parties. When guidelines are absent or problems without precedent, the incumbent is required to use initiative and judgment.</li> <li>• May represent the library by making presentations to user groups regarding the use of and access to the library's resources. The majority of assignments (more than 50 percent) are at the most advanced level.</li> </ul>	<p>Thorough knowledge of the library's collection, classification schema, and catalog; computer applications in the library; the activities, policies, and procedures of the area to which the position is assigned; the way in which that area interacts with the other parts of the library and the library interacts with the university.</p> <p>Ability to: coordinate administrative aspects of a particular library function; implement policy and procedures; establish work procedures, prioritize tasks, and modify procedures in the light of experience; resolve problems and perform duties even in situations in which policy is general and guidelines are inadequate; apply independent judgment within the framework of established library policies; demonstrate initiative and resourcefulness in resolving problems; write explanatory materials for library users; assist in the implementation of library computer systems.</p> <p>Ability to: work accurately with attention to detail; use discretion in applying rules, regulations, and procedures; communicate effectively using standard spoken and written English; work cooperatively with others; use a typewriter and/or a word processor; read and write English at a level appropriate to the position</p> <p>Education requirement is the stated number of years of education or units of post-secondary education or equivalent combination of knowledge and experience.</p> <p>3 years Library Assistant and 4 years education (120 units), or equivalent</p>

**Title: Library Assistant V**

Definitions:	Knowledge / Abilities	Education & Experience
<ul style="list-style-type: none"> <li>Under the general direction of a Librarian, coordinate and implement activities in the operation of a complex library unit and/or perform highly complex duties of a paraprofessional nature in a functional or highly specialized subject area.</li> <li>Coordinates, plans, organizes and/or oversees functional operations of a library department(s), unit or highly complex projects, coordinating services as well as supervising library staff.</li> <li>Has greater scope of responsibility than does Library Assistant IV in coordinating operations, serving as lead person on projects, and/or performing complex specialized duties.</li> <li>These responsibilities require frequent independent application of paraprofessional knowledge of library practices and procedures and a highly advanced level of competency in the functional unit or specialized subject area.</li> <li>Work assignments require a comprehensive knowledge and understanding of the library, its collection, classification scheme, catalog and computer systems as this knowledge relates to the functional unit or specialized subject area.</li> <li>Work assignments also require a broad knowledge and understanding of how the activities of each of the various library units fit into the overall mission of the library and how the activities of other library units coordinate particularly with the Library Assistant V's unit or subject area.</li> <li>May participate in development of the library budget for incumbent's sphere of responsibility; monitor expenditures of unit or departmental funds, and make unit or departmental deposits. The Library Assistant V may represent the library, making presentations to user groups as appropriate within incumbent's sphere of responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Acts independently in the incumbent's area of responsibility, and, as appropriate can implement [or recommend implementation of] changes in policy, procedures or services.</li> <li>Provides paraprofessional level of support and assistance to librarians, supervisors and/or administrators in formulating, developing and modifying library policies and procedures.</li> <li>Participates in the development and implementation of future library objectives; for example, is involved in the implementation and improvement of computer systems or other systems.</li> <li>Makes recommendations to administration regarding the allocation of space, personnel and budget and may implement decisions relating to space, personnel and budget, as appropriate.</li> <li>Superior organizational, supervisory, leadership and communication skills are required.</li> <li>Must possess the ability to react to change flexibly, take initiative to solve problems and perform work practices and tasks using independent judgment.</li> <li>When guidelines are absent or problems are without precedent, the Library Assistant V is required to use initiative and judgment.</li> <li>May act as a liaison between librarians and/or supervisors and other Library Assistants to solve problems, adjust priorities, and make necessary changes in duties and methods within the sphere of incumbent's scope of responsibility.</li> <li>May hire, supervise, train and direct a large number of student assistants and may participate in the hiring process and may train and direct the work of junior level Library Assistants.</li> </ul>	<p>Should also possess: Comprehensive knowledge and understanding of the fundamentals and practices of library services and activities as they relate to incumbent's sphere of responsibility.</p> <p>Broad understanding of the activities, computer applications, policies and procedures of the entire library both in terms of functional operations as well as how the activities of each of the various units fit into the overall mission of the library, the institution and the university.</p> <p>Ability to oversee and coordinate many complex tasks and functions. Act independently on complex tasks, take initiative and exercise judgment.</p> <p>Recommend and/or implement (as appropriate) policy, procedural and operational changes and also communicates and documents changes in policies, procedures and processes.</p> <p>Oversee, delegate to, communicate with, motivate, and evaluate the work of others.</p> <p>Formulate goals and implement them, utilize scarce resources with good judgment, react flexibly and keep in constant communication with librarians and/or supervisors.</p> <p>Analyze, evaluate, assess and solve problems and improve services, policies and procedures.</p> <p>Use effective interpersonal, communication and teambuilding skills.</p> <p>Ability to work accurately with attention to detail: use discretion in applying rules, regulations, and procedures; communicate effectively both in writing and verbally; work cooperatively with others.</p> <p>Ability to use a variety of office equipment, including a computer and various software applications.</p> <p>Must have a comprehensive working knowledge of academic library operations in the specialized area employed and the ability to apply that knowledge to the operating needs of the unit. Work at this level requires demonstrated experience using judgment and initiative to analyze and implement new procedures and policies in consultation with librarians and/or supervisors.</p> <p>The knowledge and skills required are typically gained through the equivalent of five years' experience in a number of library operations and four years of higher education (120 units), or equivalent.</p>