

# Classification and Qualification STANDARDS

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## Library Services Specialist

*Class Codes: 2886 – 2887 – 2888 – 2889  
Date Established: 07-01-2011*

### Overview:

The Library Services Specialist classification is a broad classification with four skill levels, designed for technical and paraprofessional library positions that provide support to Librarians in daily library operations in all functional areas. Incumbents perform a wide range of library functions from public and information services to technical services to collection maintenance activities. Brief descriptions of key functional areas are provided under **Core Functions**.

Library Services Specialists provide essential direct and indirect support to library users ranging from student, faculty, staff and the general public. They provide input to and are responsible, at varying levels, for implementation and application of library programs and policies. In contrast, librarians are distinguished by the possession of a Master's of Library/Information Science and often a second, subject area Masters, and by faculty bargaining unit membership. Librarians' educational preparation enables them to deal at a higher level with issues related to the full range of information needs and concerns of the campus community and to participate with library administrators in library program and policy development. Their role as faculty enables librarians to work with fellow faculty on curriculum development, support and policy, as well as instructional program development in information competence.

Four progressive position skill levels are defined within the classification based on the increasing scope, complexity and specialization of library functions performed. Lead responsibilities are incorporated into the position skill levels, as described below. The following descriptions provide a brief overview of each skill level; full descriptions of skill levels and their requirements are provided below under **Position Skill Levels**.

- ◆ **Position Skill Level I** - Incumbents at this level perform clearly defined tasks, typically within one or two core functions. Incumbents may oversee student workers performing similar or related work within the library unit.
- ◆ **Position Skill Level II** – Incumbents at this level work independently to perform more complex technical tasks in a specified functional area within a library unit and may provide functional oversight for assigned area. Incumbents also may be responsible for coordinating work of student workers assigned to the area and may participate in hiring, training, evaluating and payroll processing of student workers.
- ◆ **Position Skill Level III** – Incumbents at this level perform more complex and/or specialized technical and paraprofessional library duties to support daily library operations and/or programs. Incumbents often are responsible for overseeing daily operations of a library unit(s), including providing lead work direction to other library and clerical staff, as well as

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student workers, and may assist in supporting the unit's budgetary and/or other administrative activities.

- ◆ **Position Skill Level IV** – Incumbents at this level perform the most complex paraprofessional and/or specialized library functions to support library operations and programs. Incumbents often are responsible for overseeing daily operations of (a) large or significant library unit(s), which may include directly or indirectly providing lead work direction to other library and clerical staff, as well as student workers, assigned to the unit(s). Incumbents often are involved in supporting the unit's budgetary and/or other administrative functions.

## Core Functions:

Library operations encompass a wide range of functions and the work of a Library Services Specialist typically is focused in one or more of the following core functions. 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 circulation desk and/or oversee daily circulation operations; check library materials in and out using library systems; update and maintain patron database; prepare circulation reports; follow-up on overdue materials and collect fines; handle lost and damaged materials; oversee stack maintenance; assist patrons in finding materials and with questions related to circulation policies and procedures; and resolve patron problems related to circulation functions.
- ◆ **Interlibrary Loans** – Handle borrowing and/or lending requests for library materials from 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 reserve service point 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; ensure that copyright requirements are met for all reserve items; maintain reserve collection, e-reserves, and related Web pages; and administer reserve module in the library system.
- ◆ **Reference** – Staff reference or information desk and/or provide basic reference assistance to patrons in person, over the telephone, or on-line; provide basic information about, and general instruction in, using reference tools and databases, referring patrons to a librarian for more in-depth or specialized subject instruction in database use and advising on search strategies and techniques; and work with librarians to conduct inventories and update and maintain reference collections and related guides and Web-pages.
- ◆ **Serials** – Receive and process periodicals and serials in all formats using library systems and prepare them for use; identify missing items and use appropriate claiming methods to obtain missing materials; identify changes in title or status of standing order serials and periodicals and notify cataloging; work with vendor to troubleshoot serial related problems; and monitor expenditures for serials and periodicals and verify and process serials invoices.
- ◆ **Acquisitions and Receiving** – Handle library acquisitions processing from ordering library materials (including print, non-print and specialized materials) to receiving and processing materials on the library system and preparing them for use; verify accuracy of materials received against orders placed; monitor acquisition expenditures and process vendor invoices for payment;

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troubleshoot acquisitions related problems with vendors; and compile expenditures for annual statistics and audit reports.

- ◆ **Bindery and Book Repair** – Perform, coordinate or supervise library's book repair, preservation, and/or bindery operations, both those performed within the library and those that are outsourced.
- ◆ **Cataloging and Bibliographic Control** – Perform copy cataloging of library materials using the OCLC database and its utilities (on-line cooperative cataloging system) 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; may perform original or adaptive cataloging of selected library materials using templates or available related cataloging records; conduct bibliographic searches; update and maintain bibliographic records on the library's systems; acquire bibliographic records from electronic resource vendors and provide access through campus on-line catalog; and create authority control and cross reference records.
- ◆ **Collection Development** – Under the direction of a librarian, support collection development and management activities; assist subject librarians in identifying gaps in the library's collections based on degrees, programs and curricula and in analyzing collection use statistics; perform initial review of approval book shipments; and assist in the collection development budget process.
- ◆ **Special Collections** – Support subject librarians in a wide range of collection development and management activities for a special collection including such areas as acquisition, organizing, processing, collection retrieval, and basic patron information and reference support; physically maintain special collection; and work with librarians to develop and maintain physical, visual and Web-based displays related to the collection.
- ◆ **Instruction** – Participate in library orientation activities and provide support to librarians in library instruction and information literacy programs through such activities as conducting library tours; assisting in preparing and presenting instructional materials, such as handouts and guides; and maintaining library information Web pages.
- ◆ **Other Administrative Functions** – In addition to other library duties, incumbents may perform such administrative functions as serving as the unit(s) accounting and/or budget coordinator; serving as a library applications/systems specialist; assisting in preparing library publications; coordinating library building services and security; coordinating library supplies; and maintaining equipment and furniture inventories.

## Entry Qualifications:

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

- ◆ General understanding of a library's organization structure and key functional operations.
- ◆ Basic knowledge of library terminology and bibliographic forms and structures.
- ◆ General understanding of library automated systems and the ability to quickly learn and use campus library systems, as well as related on-line catalogs and systems.
- ◆ Ability to quickly learn and apply policies and procedures related to assigned functional work area.
- ◆ Ability to use standard features of office support technology and standard software packages.
- ◆ Demonstrated proficiency in English grammar, punctuation and spelling, including the ability to clearly communicate verbally and in writing.
- ◆ Ability to perform standard arithmetic operations.
- ◆ Ability to work under minimal supervision to perform assigned work.

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- ◆ Ability to work within a diverse environment and be service-oriented in working with patrons and other library staff, including the ability to establish and maintain effective working relationships within and outside the library.

These qualifications for entry to Position Skill Level I normally would be obtained through the completion of a high school education or equivalent certification plus two to three years of related library and/or clerical experience or an equivalent combination of experience and education.

### **Position Skill Levels:**

Four position skill levels are defined within this classification. Factors used to determine position skill level include the scope, complexity, and specialization of work performed, including scope of lead responsibilities and accountability for 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 four position skill levels defined below. Management assigns position responsibilities and determines position skill requirements. Progression within the classification depends first on the need for a position at a higher skill level, second on the nature of duties and requirements of the position, and third, on an employee's demonstrated and applied knowledge, skills and abilities. Progression from a lower to a higher skill level is referred to as an ***in-classification progression***.

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 that may be found at that skill level; they are not all inclusive. Additionally, it is not expected that an incumbent would necessarily possess all of skill requirements noted; individual position requirements may vary based on the specific nature of work assignments. Qualifications are defined above for entry to Position Skill Level I. Entry to higher skill levels within the classification assumes the ability to perform proficiently at the previous skill level.

### **POSITION SKILL LEVEL I**

Incumbents at this level perform clearly defined tasks, typically within one or two core functions. Work requires knowledge of specific procedures and methods for assigned tasks. Incumbents typically follow set procedures and instructions and may oversee student workers performing similar or related work within the library unit.

***In addition to the entry qualifications, work at this skill level typically requires the following range of skills:***

- ◆ General knowledge of library policies and procedures and more specific knowledge of policies and procedures and work methods pertaining to the assigned functional area and work unit.
- ◆ Working knowledge of library terms and bibliographic formats and structures, including the ability to conduct a simple bibliographic search.
- ◆ Familiarity with institution's and library's ethical policies and practices associated with use of and access to library resources, including networked resources, as well as familiarity with established standards related to copyright and intellectual property protection.
- ◆ Knowledge of basic library research methodology and the ability to use it.
- ◆ Ability to use the library system(s) and subsystem(s) module(s) to perform assigned duties.
- ◆ Ability to access various on-line resources and databases used within the library and to use their standard features to perform technical work and/or assist patrons.

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

## **POSITION SKILL LEVEL II**

Incumbents at this level work independently to perform more complex technical tasks in a specified functional area within a library unit and may provide functional oversight for assigned area. Work requires them to be fully proficient in all aspects, methods and procedures associated with their assigned functional area, including the ability to use judgment in interpreting policies and solving problems, and a general knowledge of overall library activities, policies and procedures. Incumbents also may be responsible for coordinating work of student workers assigned to the area and may participate in hiring, training, evaluating and payroll processing of student workers.

***In addition to Position Skill Level I requirements, work at this level typically requires the following range of skills:***

- ◆ Full proficiency in all technical aspects of work assignments including a thorough knowledge of functional area policies and procedures and applicable work methods.
- ◆ General knowledge of library collection organization and classification scheme and ability to interpret bibliographic records.
- ◆ Ability to interpret library unit's policies and procedures and apply them accurately in performing work functions, as well as the ability to evaluate procedures and recommend changes.
- ◆ Working knowledge of institution's and library's policies and practices associated with the ethical use of and access to library and on-line resources.
- ◆ Basic knowledge of national standards and guidelines pertaining to libraries, including working knowledge of institution's standards pertaining to copyright and intellectual property protection and the ability to source and apply such policies and standards to avoid potential violations.
- ◆ Full proficiency in the use of automated library system(s) and subsystem(s) pertaining to functional area.
- ◆ Ability to fully utilize standard and non-standard features of various on-line resources and standard desktop software packages, such as word processing and spreadsheets, to perform technical work or assist patrons.
- ◆ Demonstrated problem solving and research skills to address standard and non-standard work problems.
- ◆ General knowledge of library accounting and budget procedures, including the ability to perform arithmetic operations to track and monitor vendor accounts and budgets.
- ◆ Demonstrated ability to compile and present information in an organized manner.
- ◆ Effective communication and interpretive skills to be able to assist in resolving patron problems and complaints, assess patron information needs, and orient and guide patrons in use of library resources.
- ◆ Ability to effectively provide lead work direction and training to student workers and an understanding of employment and payroll procedures related to student workers.

## **POSITION SKILL LEVEL III**

Incumbents at this level perform more complex or specialized technical and paraprofessional library duties to support daily library operations and/or programs. They typically possess a broader knowledge of library functions within their functional area and/or have in-depth knowledge in their specialty area. Incumbents must possess a solid foundation in overall library policies, practices and procedures and must be able to use this knowledge in exercising judgment and initiative. Because of their functional expertise, incumbents often are responsible for overseeing daily operations of a library unit, including

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providing lead work direction to other library and clerical staff, as well as student workers. Additionally, they may assist in supporting the unit's budgetary and/or other administrative activities.

***In addition to Position Skill Level II requirements, work at this skill level typically requires the following range of skills:***

- ◆ Thorough knowledge of and ability to interpret overall library policies and procedures and an in-depth knowledge of library operations, policies and procedures pertaining to assigned functional area, including a solid understanding of individual work functions and the ability to adapt work procedures.
- ◆ Working knowledge of library collection and its organization, as well as classification schemes. Demonstrated expertise in creating and correcting bibliographic records.
- ◆ Thorough knowledge of external on-line databases, system and resources, including the ability to perform complex on-line searches.
- ◆ Thorough knowledge of institution's and library's policies and practices associated with the ethical use of and access to library and on-line resources.
- ◆ Working knowledge of national standards pertaining to library operations, including a thorough knowledge of institutional standards pertaining to copyright and intellectual property protection and the ability to interpret and apply them, as well as explain them to patrons, to ensure compliance.
- ◆ Demonstrated expertise in using library automated system(s), especially subsystem(s) pertaining to the functional area, including database maintenance.
- ◆ Ability to investigate and research more complex problems, including analyzing and interpreting information.
- ◆ Working knowledge of library accounting and budget procedures and allocation processes, and ability to apply this knowledge to assist in handling vendor accounts and the budget process.
- ◆ Strong written and verbal communication skills to be able to prepare internal library reports and written and visual presentations on library resources and present them to library patrons, including students.
- ◆ Strong communication and interpretive skills to be able to interview patrons regarding their information needs and guide them in the use of more complex library and on-line resources.
- ◆ Thorough knowledge of all aspects of lead work direction including assisting in employee selection, training employees in new work procedures, assigning work, organizing work flow and establishing priorities, reviewing work, providing input to performance evaluations and promoting teamwork to optimize effectiveness. Working knowledge of campus human resource practices and payroll procedures.
- ◆ Strong organizational skills to oversee and lead work flow in assigned area.

#### **POSITION SKILL LEVEL IV**

Incumbents at this level perform the most complex paraprofessional and/or specialized library functions to support library operations and programs. Work often requires advanced subject knowledge and/or broader or more in-depth expertise in library operations, practices and principles as well as the regular application of paraprofessional expertise and judgment. Because of their advanced functional expertise, incumbents often are responsible for overseeing daily operations of (a) large or significant library unit(s), including directly or indirectly providing lead work direction to other library and clerical staff, as well as student workers assigned to the unit(s). Additionally, they may be involved in supporting the unit's budgetary and/or other administrative functions.

***In addition to Position Skill Level III requirements, work at this skill level typically requires the following range of skills:***

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- ◆ Comprehensive and in-depth knowledge of library operations in assigned library unit(s) or department and its relation to overall library operations.
  - ◆ Comprehensive and in-depth knowledge of assigned unit's or department's principles, policies, practices and procedures and their relationship to overall library functions and other units, and the ability to apply this expertise and judgment to address unique problems.
  - ◆ Thorough knowledge of library collection itself, its organization, and classification schemes.
  - ◆ Comprehensive knowledge of external on-line databases, systems and resources and trends pertaining to assigned functional area, including expertise in searching strategies.
  - ◆ Comprehensive knowledge of institution's and library's policies and practices associated with ethical use of and access to library and on-line resources, as well as general knowledge of library bill of rights and code of ethics.
  - ◆ Comprehensive knowledge of national standards and resources pertaining to library operations, including the ability to source and interpret information from such resources.
  - ◆ Comprehensive knowledge of national and institutional standards pertaining to copyright and intellectual property protection and the ability to apply this knowledge to ensure full compliance with legal requirements.
  - ◆ Expertise in most aspects of the library's automated and on-line catalog systems, including database maintenance functions.
  - ◆ Ability to participate in long range planning through the collection, organization, analysis, and interpretation of data and information.
  - ◆ In-depth and comprehensive knowledge of library accounting and budget policies and procedures, including the ability to collect, organize and analyze data to support planning and budgeting.
  - ◆ Comprehensive knowledge of all aspects of lead work direction and campus human resource and payroll policies and procedures.