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To: Human Resources Directors
Library Directors

From: Cathy Robinson, Assistant Vice Chancellor
Human Resources Administration **RESPONSE REQUIRED BY**
DECEMBER 18, 2002

Subject: **Library Assistant Classification Study**

Human Resources has completed a comprehensive review of library support classifications. Draft classification standards have been developed after extensive internal and external data collection and analysis, and review by human resources and library subject experts. This memorandum addresses the proposed classification changes. **Your campus review and feedback are critical to the development of the final classification standard.**

The proposed Library Services Specialist classification consolidates former library assistant classifications from both bargaining units 4 and 7 into one classification with four skill levels. Lead responsibilities are incorporated into the skill levels, as appropriate. The skill levels are defined based on the following factors: 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. In addition, a revised classification standard has been developed for the Library Trainee.

For your reference, the following attachments are provided:

- Attachment A – Library Assistant Classification Study Overview
- Attachment B – Draft Classification Standard for Library Services Specialist
- Attachment C – Library Skill Level Chart
- Attachment D - Updated Classification Standard for Library Trainee

Distribution:

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As you review these materials, please keep in mind the following questions:

- *Does the proposed classification standard provide an umbrella under which you can equitably classify your positions?*
- *Does the standard adequately cover the breadth of work performed in the Library today and potentially in next few years?*
- *Are any work functions or critical skills missing? If yes, what?*
- *Do the skill level distinctions make sense? Is the progression from one skill level to the next clear?*

Campus feedback will be reviewed in January 2003. As appropriate, revisions will be made and reviewed with subject experts and management advisory groups in February. It is anticipated the standards will be finalized in Spring 2003 and outstanding impact issues will be negotiated with the appropriate collective bargaining representatives.

Thank you in advance for your time and effort in reviewing these drafts. Your input is critical to ensure the new classification standards meet your campus' needs. Please submit all feedback by **Wednesday, December 18, 2002**. Written feedback may be sent via e-mail (preferred) to gcaywood@calstate.edu, regular mail, or fax to (562)951-4954, attention Ms. Gina Caywood. For questions regarding this technical letter, please contact Ms. Caywood at (562) 951-4416.

This technical letter is also available on Human Resources Administration's website at: <http://www.calstate.edu/HRAdm/memos.shtml>. Thank you.

CR/gc

LIBRARY ASSISTANT CLASSIFICATION STUDY OVERVIEW

The Library Assistant classification study involved gathering and analyzing extensive internal and external data and other comparisons.

Internal Data Collection

The internal data collection process involved gathering position questionnaires and functional organization charts from selected campuses, conducting a library tour, and reviewing the findings, analysis and proposed standard with the Library Study Advisory group. This group is comprised of library and human resource management representatives from various campuses across the system. As always, the objective was to ensure a wide representation of campuses across the system, taking into consideration size, location, and library staffing and operations.

- Position questionnaires were gathered from seven campuses system-wide: Sacramento, Hayward, Sonoma, San Luis Obispo, Pomona, San Marcos, and San Diego. Additionally, a test of the position questionnaire was conducted on the Long Beach campus. The Long Beach library also will be toured on November 19, 2002.
- The Library Study Advisory Group includes representatives from Chico, Sacramento, San Francisco, Pomona, Bakersfield, Northridge, Los Angeles, Long Beach, San Marcos, and San Diego. This group served as technical subject and operational experts.
- About 140 questionnaires were returned, which is approximately an 85% return rate. A good distribution of responses was received across all classifications in the study. The distribution was proportionate to the systemwide distribution within the current series. 81% of the respondents reported they were able to describe 85% or more of their position using the questionnaire.
- Data from the questionnaires were analyzed by classification and individual functional areas within the library, including circulation, reserves, inter-library loans, reference, serials, acquisitions and technical services, cataloging/bibliographic services, collection development, and special collections.

External Research

The external data collection process involved contacting numerous other colleges and universities to explore how they organize and recognize the new roles of Library support positions. While many acknowledged the same issues the CSU is exploring, none of the contacted universities had made progress on studying or updating their existing classifications. In addition, a review of recent literature was conducted.

- Universities were selected and contacted because of the unique features of their libraries or because they have been known for innovations in their library or human resource structures. Other state systems, as well as private universities, were contacted.

- Other universities contacted and/or library position structures reviewed include University of California at Los Angeles (UCLA), University of Oregon, State University of New York, Ohio State University, University of Wisconsin, Princeton University, Stanford University, and Rutgers University.
- Many of the state university systems are using civil service classifications, which many noted do not meet their current needs. Other university systems contacted tended to have older structures in place dating back 20 years or more (e.g., UCLA).
- A review of current literature related to library support positions indicated that most of the position changes we are experiencing at CSU are pervasive in all libraries. These changes include the evolution of clerical positions into more technical and paraprofessional roles, the need for computer literacy, and an increased need for stronger organizational, research and communication skills.
- The most consistently reported factors for valuing library positions include responsibility and accountability, work complexity, functional and organizational knowledge, technical and research skills, and a growing need for communication and interpersonal skills. In addition, more organizations are looking for ways to recognize continuous learning. All of these are reflected in the proposed draft to some degree.

LIBRARY SERVICES SPECIALIST
DRAFT CLASSIFICATION STANDARD

Classification 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 day-to-day library operations in all functional areas. Incumbents assist library patrons including students, faculty, staff and the public and perform a wide range of library functions including information and access services, technical services, library materials processing, and collection maintenance. A brief description of the key functional areas is provided under **Core Functions**.

Four position skill levels are defined within the classification. Lead 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 discrete 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 and typically are responsible for performing and/or overseeing the daily operations of a discrete functional area within the library. Incumbents perform the full range of tasks for the assigned function and often maintain and update work procedures. Often, incumbents are responsible for coordinating the work of student assistants assigned to the area.
- ◆ ***Position Skill Level III*** – Incumbents at this level typically are responsible for overseeing the daily operations of a key library function, including overseeing the work of staff and student assistants **and/or** are responsible for performing the more complex tasks in their assigned functional area or are supporting the more professional library functions.
- ◆ ***Position Skill Level IV*** – 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, **and/or** 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.

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; and may perform copy and original cataloging for and periodicals and serials.
- ◆ **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 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; update and maintain bibliographic records on the library's systems; acquire 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 in 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.
- ◆ Working knowledge of library terms and bibliographic structures, including the ability to conduct a bibliographic search.
- ◆ Ability to use the existing automated library system and applicable sub-system pertaining to functional area within the library, including the ability to quickly learn updates to the library system.
- ◆ 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, including tracking and monitoring financial and other data.
- ◆ 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.

These qualifications normally would be obtained through completion of a high school education or equivalent certification and one year of library experience.

Position Skill Levels

Four 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 four position skill levels defined below. Management assigns position responsibilities and determines position skill requirements. 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 discrete, clearly defined tasks, such as staffing an information desk, maintaining the order of a specific collection, assisting in one or more phases of processing library materials, processing interlibrary loan requests, 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:

- ◆ Working 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.
- ◆ 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 performing and overseeing the daily operations of a discrete functional area within the library, such as the circulation or reserve function, or the borrowing or loaning function within interlibrary loans, or cataloging specific types of library materials, or staffing the reference desk, or processing acquisitions or serials. Incumbents perform the full range of tasks for the assigned function and often maintain and update work procedures and ensure adherence to policies and procedures applicable to the functional area.

Typical Lead Activities – May oversee the work of student assistants in assigned functional area. Often hire, train, assign work to, handle the payroll of and evaluate student assistants. Requires knowledge of student assistant policies and procedures and the ability to train others.

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

- ◆ Fully proficient in all technical aspects of work assignments including a thorough 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.
- ◆ Fully proficient 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 evaluate and recommend procedural changes and to interpret library policies and rules and apply them accurately in performing work functions.
- ◆ Ability to effectively search general and specialized 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.
- ◆ More extensive public service experience, including the ability to resolve more complex patron problems and complaints.
- ◆ 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.
- ◆ Basic 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 overseeing the daily operations of a key library function such as circulation, reserves, interlibrary loans, acquisitions, serials, or cataloging **and/or** incumbents perform the more complex tasks in their assigned functional area or support the more professional library functions such as collection development and reference. May evaluate and adapt work procedures.

Typical Lead Activities – Often provide 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 II, the work at this level typically requires:

- ◆ Thorough 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.
- ◆ 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 IV

Incumbents at this level typically are responsible for the overall operation of a large library unit, often encompassing more than one functional area, such as overall access services or technical services **and/or** incumbents are involved in broader library planning functions and have a significant role in more complex library functions such as collection development and reference.

Typical Lead Activities – Often 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 lead work functions for staff and students assigned to the library unit(s). Work requires a broader 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.
- ◆ 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 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.
- ◆ Ability to perform complex budget analyses.
- ◆ 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.

Library Services Specialist - Skill Level Composites

Skill Level <i>Skills are cumulative at each level</i>	Scope of Work <i>Includes level of responsibilities and scope and complexity of work, as well as the level of independence. Also, includes scope and level of lead responsibilities, including accountability for the work of others.</i>	Library Knowledge <i>Covers the breadth and depth of library knowledge in terms of daily library operations, core functions and internal and external library systems.</i>	Critical Thinking <i>Includes skills and abilities related to research, analysis, problem solving and organization.</i>	Communication <i>Includes skills and abilities related to working with the public and written and verbal presentation.</i>
I	<p>Incumbents perform work assignments that are discrete, clearly defined tasks within in a functional area, such as staffing an information desk, maintaining the order of a specific collection, assisting in one or more phases of processing library materials, processing interlibrary loan requests, or performing copy cataloging.</p> <p>May oversee student assistants performing similar or related work within unit.</p>	<ul style="list-style-type: none"> - Working knowledge of policies and procedures pertaining to assigned functional area or work unit. - Working knowledge of work methods for assigned duties. - General knowledge of the library's structure and key functional areas, as well as familiarity with overall library policies and procedures. - Ability to use library system(s) and appropriate subsystem(s) to enter and maintain data. -Ability to use standard features of various on-line resources to perform work and assist patrons. - Familiarity with policies regarding Internet access and use. - Familiarity with and ability to use standard desk top software packages and features. 	<ul style="list-style-type: none"> -Basic knowledge of library research methods and how to access library information databases and resources. -Ability to solve standard work related problems. - Ability to recognize more complex problems and refer them to the appropriate party for resolution. - Ability to perform standard arithmetic operations. 	<ul style="list-style-type: none"> - Effective communication skills to work with the public and staff information desks. - Ability to establish and maintain effective working relationships with other library staff. - Ability to answer basic patron questions and direct them appropriately.
II	<p>Incumbents work more independently and are often responsible for the daily operations of a discrete functional area within the library, such as the circulation, reserve, borrowing or cataloging functions. Incumbents perform the full range of tasks for the assigned library function and often maintain and update work procedures and ensure adherence to policies and procedures pertaining to the functional area.</p> <p>Often oversee the work of student assistants in assigned functional area. May hire, train, assign work to, handle the payroll of and evaluate student assistants.</p>	<ul style="list-style-type: none"> - Thorough knowledge of library policies and procedures pertaining to functional area and general knowledge of overall library policies and procedures. - Fully proficient in all technical aspects of work assignments. - General knowledge of library collection organization and classification scheme. - Fully proficient in the use of library system(s) and subsystem(s) pertaining to functional area. - General knowledge of national standards and guidelines pertaining to libraries. - Proficient in the use of on-line databases and resources related to functional area. - Working knowledge of policies related to Internet access and use. -Ability to fully use standard desk top software packages such as word processing or spreadsheets. 	<ul style="list-style-type: none"> - Ability to interpret library policies and rules and apply them accurately in performing work functions. - Ability to effectively search general and specialized databases. - Ability to evaluate and recommend changes in procedures. - Ability to perform basic business math functions. - Ability to assess own knowledge and abilities and identify learning resources and take advantage of opportunities. 	<ul style="list-style-type: none"> -More extensive public service experience to resolve more complex patron problems and complaints. -Ability to compile and present information in an organized manner. -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.

<p>Skill Level <i>Skills are cumulative at each level</i></p>	<p>Scope of Work <i>Includes level of responsibilities and scope and complexity of work, as well as the level of independence. Also, includes scope and level of lead responsibilities, including accountability for the work of others.</i></p>	<p>Library Knowledge <i>Covers the breath and depth of library knowledge in terms of daily library operations, core functions and internal and external library systems.</i></p>	<p>Critical Thinking <i>Includes skills and abilities related to research, analysis, problem solving and organization.</i></p>	<p>Communication <i>Includes skills and abilities related to working with the public and written and verbal presentation.</i></p>
<p>III</p>	<p>Incumbents typically are responsible for overseeing the daily operations of a key library function such as circulation, reserves, interlibrary loans, acquisitions, serials, or cataloging and/or incumbents perform the more complex duties in their assigned functional area or support the more professional library functions such as collection development and reference. May evaluate and adapt work procedures.</p> <p>Often oversee and are accountable for work of staff and students assigned to functional area. Must be versed in all aspects of lead work direction including assisting in employee selection, training employees in new work procedures, assigning work, establishing priorities, reviewing work, and providing input to performance evaluations.</p>	<ul style="list-style-type: none"> - Thorough knowledge of overall library policies and procedures. - In-depth knowledge of library operations, policies, procedures and methods pertaining to assigned functional area. - Working knowledge of the library collection and its organization, as well as classification schemes. - Demonstrated expertise in the use of library automated system(s) and subsystem(s) applicable to functional area. - 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. 	<ul style="list-style-type: none"> -Ability to conduct complex on-line searches. -Ability to analyze and adapt work procedures. -Working knowledge of library accounting and budget procedures and the ability to assist in budget processes. - Organizational skills to manage work flow in assigned area. - Ability to investigate and research more complex problems, including analyzing and interpreting information. - Capable of identifying and applying different learning strategies to promote continuous learning. 	<ul style="list-style-type: none"> -Ability to prepare written and visual presentations on library resources and present 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 students assigned to functional area.
<p>IV</p>	<p>Responsible for the overall operation of a large library unit, often encompassing more than one functional area, such as overall access services or technical services and/or are involved in broader library planning functions and have a significant role in more complex library functions such as collection development and reference.</p> <p>Often oversee all staff and students assigned to the library unit. Perform all lead work functions. Work requires a broader knowledge of supervisory skills and payroll practices.</p>	<ul style="list-style-type: none"> -Comprehensive and in-depth knowledge of library operations in assigned functional area and it relations to overall library operations. - Thorough knowledge of the library collection and its organization. -Expertise in most aspects of the library systems and subsystems. - Comprehensive knowledge of external on-line databases, systems and resources pertaining to functional area. - Comprehensive knowledge of national standards, policies and legal issues related to Internet access and use, including those related to copyright laws. 	<ul style="list-style-type: none"> - Strong organizational skills to manage and assess work flow and establish priorities. - Ability to participate in longer range planning related to library unit by analyzing usage and expenditure data, and comparing data to future needs. - Ability to perform complex budget analyses. - Extensive knowledge of search strategies, on-line databases and resources. - Independently develops own learning strategy for continuous learning and is adept at integrating new knowledge and skills. 	<ul style="list-style-type: none"> - Ability to work with patrons, including students, faculty, and staff, in more sophisticated reference and research strategies.

LIBRARY SERVICES TRAINEE

DRAFT CLASSIFICATION STANDARD

Classification Overview:

Under direct supervision, the Library Services Trainee classification provides a training opportunity for approximately six to twelve months, not to exceed twelve months. During the training period, an incumbent works to acquire the essential knowledge, skills and abilities to perform work comparable to that of a Library Services Specialist – Position Skill Level I. The ability to learn and apply the following knowledge, skills and abilities is essential to successful completion of the training program.

- ◆ A basic understanding of how the library is organized and the role of different functional areas within the library.
- ◆ An understanding of and the ability to apply the policies and procedures pertinent to the functional area within the library to which the Trainee is assigned.
- ◆ The ability to use the campus automated library systems and/or the applicable sub-system(s) to perform duties in the assigned functional area within the library.
- ◆ A working knowledge of library terms and bibliographic structures and the ability to conduct bibliographic searches.
- ◆ The ability to use campus and related on-line catalogs and systems to perform assigned duties.

The length of the training program will depend on the Trainee's prior experience, but cannot exceed twelve months. Permanent status cannot be achieved in this trainee classification. Upon completion of the training, the Trainee is expected to be able to perform the duties of a Library Services Specialist – Position Skill Level I relatively independently. Upon successful completion of the training program within the specified time frame, the Trainee will be reclassified to the Library Services Specialist – Position Skill Level I.

Typical Qualifications

Successful performance in learning and performing the trainee duties requires a high school education or equivalent certification. In addition, trainees need the following knowledge, skills and abilities as a foundation for learning the work of the Library Services Specialist.

- ◆ Working knowledge of general office procedures, methods and practices.
- ◆ Working knowledge of English grammar, punctuation and spelling, including the ability to clearly communicate in written and other forms.
- ◆ A foundation in basic arithmetic operations.
- ◆ A basic understanding of and the ability to use information and automated systems, including standard desk top software packages.
- ◆ The ability to work with the public and be patron service-oriented.