

<b>Benchmark Title</b>	<b>Public Service Library Assistant 1</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>BM Pay Grade &amp; Job Code</b>	<p>. Base Level (Pay Grade 2) [Job Code 280101]  . Supervision Level 4 or 5 (Pay Grade 3) [Job Code 280102]</p> <hr/> <p>. Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 3) [Job Code 280102]</p>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide routine public services in one or more library functions such as Circulation, Reserve, Inter-Library Loan (ILL), Document Delivery, Overdues, and Media Booking.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Performs routine circulation duties such as charging and discharging circulating materials, adding and changing barcodes, changing addresses, tracing missing or unrecorded books, and renewals</li> <li>• Performs routine stack maintenance duties such as collecting, locating, retrieving, sorting, and shelving library materials, and creating new spine labels</li> <li>• Provides reception services, such as responding to inquiries, providing information on library resource locations and general library policies, and referring library users to other resources</li> <li>• Performs routine cashier duties, such as operating a cash register, handling cash transactions, receiving payments and issuing receipts, processing credit/debit card transactions, and making journal voucher payments</li> <li>• Repairs and mends worn books and journals, and assists with preparation of books for bindery shipment</li> <li>• Assists with processing overdue library materials, rushes, reserves, storage, document delivery, and preparing overdue notices</li> <li>• Retrieves materials, such as books and journals from library stacks, makes copies of articles, and delivers to other campus locations or to off-site locations</li> <li>• Performs routine duties related to media, such as inspecting media material and racks for correct shelving and defects/damage, searching for lost items, and initiating requests for repairs</li> <li>• Performs basic information service, such as demonstrating the routine use of the public catalogue and other finding aids, and assisting users in locating library materials by performing simple searches</li> <li>• Performs routine inter-library loan (ILL) processes by performing duties such as searching databases, distributing materials, and maintaining records</li> <li>• Retrieves, processes, and arranges reserve materials</li> <li>• Performs routine processing for library resources received, such as gifts, standing order receipts, depository government documents, and purchases</li> <li>• Ensures photocopier and other equipment is maintained by performing duties such as by adding toner, releasing paper jams, and ordering required supplies</li> <li>• Performs routine office administration duties, such as composing and responding to correspondence, word processing, processing forms, maintaining manuals and files, ordering forms and supplies, scheduling appointments and meetings, arranging for equipment repairs, preparing items for mailing and shipping, distributing mail, and photocopying</li> </ul>

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<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>Knowledge (Education &amp; Experience)</b>	<ul style="list-style-type: none"> <li>. High School Graduation, plus two years of related experience</li> <li>OR</li> <li>. An equivalent combination of education and experience</li> </ul>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works under general supervision</li> <li>. Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation</li> <li>. Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action</li> <li>. Some planning may be required</li> <li>. Performs routine duties independently</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties are of a straightforward procedural nature</li> <li>. Assembles and maintains data and/or information and ensures its reliability and quality</li> <li>. Resolves routine problems and refers other problems to senior staff.</li> <li>. Some opportunity for improvement of work methods that are of a straightforward procedural nature</li> </ul>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
<b>Interpersonal Skills</b>	<p>Moderate interpersonal skills are required:</p> <ul style="list-style-type: none"> <li>. Verifies, explains, and/or exchanges detailed/specialized information.</li> <li>. Selects information from more than one source.</li> <li>. Responds to basic complaints.</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in a typical library environment</li> <li>. Occasional exposure to minor disagreeable conditions, such as dealing with upset or difficult clients</li> <li>. Interruptions are an expected part of the work, and reprioritization and/or rescheduling of tasks is required for work completion</li> </ul>
<b>Physical and Sensory Effort</b>	<p>Minor fatigue results from:</p> <ul style="list-style-type: none"> <li>. Moderate periods of sitting and/or standing in one position, with limited opportunity to move or change position</li> <li>. Extra attentiveness required for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

<b>Benchmark Title</b>	<b>Public Service Library Assistant 1b – Evenings and Weekends</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>BM Pay Grade &amp; Job Code</b>	<p>. Base Level (Pay Grade 3) [Job Code 280111]  . Supervision Level 4 or 5 (Pay Grade 4) [Job Code 280112]</p> <p>-----</p> <p>. Second Language required, plus Supervision Level 1 or 2 (Pay Grade 3) [Job Code 280111]  . Second Language required, plus Supervision Level 3, 4 or 5 (Pay Grade 4) [Job Code 280112]</p>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide routine public services in one or more library functions such as Circulation, Reserve, Inter-Library Loan (ILL), Document Delivery, Overdues, and Media Booking, while working independently (or as the senior staff member on shift) in the evening and/or on weekends.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Responds to problems and/or emergencies which may occur when working independently or as the senior staff member on shift, in the evening and/or on weekends.</li> <li>• Liaises with the appropriate operational or community service for safety, security or health issues occurring when working weekends and/or evening.</li> <li>• Performs routine circulation duties such as charging and discharging circulating materials, adding and changing barcodes, changing addresses, tracing missing or unrecorded books, and renewals</li> <li>• Performs routine stack maintenance duties such as collecting, locating, retrieving, sorting, and shelving library materials, and creating new spine labels</li> <li>• Provides reception services, such as responding to inquiries, providing information on library resource locations and general library policies, and referring library users to other resources</li> <li>• Performs routine cashier duties, such as operating a cash register, handling cash transactions, receiving payments and issuing receipts, processing credit/debit card transactions, and making journal voucher payments</li> <li>• Repairs and mends worn books and journals, and assists with preparation of books for bindery shipment</li> <li>• Assists with processing overdue library materials, rushes, reserves, storage, document delivery, and preparing overdue notices</li> <li>• Retrieves materials, such as books and journals from library stacks, makes copies of articles, and delivers to other campus locations or to off-site locations</li> <li>• Performs routine duties related to media, such as inspecting media material and racks for correct shelving and defects/damage, searching for lost items, and initiating requests for repairs</li> <li>• Performs basic information service, such as demonstrating the routine use of the public catalogue and other finding aids, and assisting users in locating library materials by performing simple searches</li> <li>• Performs routine inter-library loan (ILL) processes by performing duties such as searching databases, distributing materials, and maintaining records</li> <li>• Retrieves, processes, and arranges reserve materials</li> <li>• Performs routine processing for library resources received, such as gifts, standing order receipts, depository government documents, and purchases</li> <li>• Ensures photocopier and other equipment is maintained by performing duties such as by adding toner, releasing paper jams, and ordering required supplies</li> <li>• Performs routine office administration duties, such as composing and responding to correspondence, word processing, processing forms, maintaining manuals and files, ordering forms and supplies, scheduling appointments and meetings, arranging for equipment repairs, preparing items for mailing and shipping, distributing mail, and photocopying</li> </ul>

<b>Benchmark Title</b>	<b>Public Service Library Assistant 1b – Evenings and Weekends</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>Knowledge (Education &amp; Experience)</b>	. High School Graduation, plus two years of related experience OR . An equivalent combination of education and experience
<b>Judgement, Authority, Decision Making</b>	. Works independently under general supervision. . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation. . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures. . Organization of work to accomplish goals is expected.
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	. Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff. . Some opportunity for improvement of work methods that are of a straightforward procedural nature
<b>Responsibility for the Work of Others</b>	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
<b>Interpersonal Skills</b>	Considerable interpersonal skills are required . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
<b>Working Conditions</b>	. Job is performed in a typical library environment . Occasional exposure to minor disagreeable conditions, such as dealing with upset or difficult clients . Interruptions are an expected part of the work, and reprioritization and/or rescheduling of tasks is required for work completion
<b>Physical and Sensory Effort</b>	Moderate fatigue results from: <ul style="list-style-type: none"> <li>Extended periods of sitting and/or standing in one position, with limited opportunity to move or change position</li> <li>The requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy; the incumbent may change tasks, but most tasks have similar sensory demands</li> </ul>
	This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.

<b>Benchmark Title</b>	<b>Public Service Library Assistant 2</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>BM Pay Grade &amp; Job Code</b>	<p>. <b>Base Level (Pay Grade 4) [Job Code 280201]</b>  . <b>Supervision Level 3, 4, or 5 (Pay Grade 5) [Job Code 280202]</b></p> <hr/> <p>. <b>Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 5) [Job Code 280202]</b>  . <b>Second Language required, plus Supervision Level 5 (Pay Grade 6) [Job Code 280203]</b></p>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide moderately complex public services in one or more library functions such as Circulation, Reserve, Inter-Library Loan (ILL), Document Delivery, Overdues, and Media Booking.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Performs generalist library duties, and assists in the resolution of moderately complex problems in the areas of circulation, reserves, overdues, acquisitions, serials, stack and collection maintenance, reference, cataloguing, and inter-library loans</li> <li>• Performs reserve duties such as receiving and processing requests for material to be placed on reserve, coordinating reserve collection inventory processes, maintaining Faculty contact lists for course reserve materials, and coordinating mail-outs to Faculty</li> <li>• Acts as an initial resource person by performing duties such as providing information to patrons, responding to inquiries and complaints, and resolving disputes (e.g., disputes regarding payment of late or replacement fees required for missing materials)</li> <li>• Locates books, journal articles, and other materials, verifies and completes bibliographic citations, and finds potential interlibrary lenders booking/scheduling, delivering, and screening videos and films</li> <li>• Provides Inter-library loan and document delivery processes by performing duties such as advanced searching of databases, verifying and completing citations, locating potential interlibrary lenders, responding to requests from other institutions by checking library holdings, conducting stack searches, copying, reporting results, updating paperwork, and determining most appropriate method of, and making arrangements for, delivery</li> <li>• Monitors unfilled requests, conducts follow-up searches, determines reasons for unavailability, determines if alternate sources should be used, and sends status reports</li> <li>• Initiates borrowing from alternate sources based on knowledge of most appropriate sources, and in consideration of cost, turn-around time, and probability of fill</li> <li>• Follows up on overdue materials by performing duties such as contacting patrons and making arrangements for return of items</li> <li>• Inputs and edits data in online systems</li> <li>• Performs marketing duties, such as overseeing the development, production, maintenance, and distribution of guides and promotional materials</li> <li>• Conducts library orientations</li> <li>• Performs simple editing of publications (print, electronic, and other formats) to achieve consistent wording and appearance</li> <li>• Reconciles cash receipts</li> <li>• Processes departmental accounts, and journal voucher (JV) payments</li> <li>• Processes payroll for hourly employees and student assistants</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<p>. High School graduation, plus two year Library Technician diploma, plus two years of related experience  OR  . An equivalent combination of education and experience</p>

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<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works independently under general supervision.</li> <li>. Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation.</li> <li>. Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures.</li> <li>. Organization of work to accomplish goals is expected.</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties cover work of a minor interpretive and/or technical and/or analytical nature</li> <li>. Compiles, manipulates, and performs calculations on data</li> <li>. Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems</li> <li>. Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects</li> </ul>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> <li>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</li> <li>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</li> <li>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</li> <li>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</li> <li>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</li> </ul>
<b>Interpersonal Skills</b>	<p>Moderate interpersonal skills are required:</p> <ul style="list-style-type: none"> <li>. Verifies, explains, and/or exchanges detailed/specialized information.</li> <li>. Selects information from more than one source.</li> <li>. Responds to basic complaints.</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in a typical library environment</li> <li>. Occasional exposure to minor disagreeable conditions, such as dealing with upset or difficult clients</li> <li>. Interruptions are an expected part of the work, and reprioritization and/or rescheduling of tasks is required for work completion</li> </ul>
<b>Physical and Sensory Effort</b>	<p>Moderate fatigue results from:</p> <ul style="list-style-type: none"> <li>• Extended periods of sitting and/or standing in one position, with limited opportunity to move or change position</li> <li>• The requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy; the incumbent may change tasks, but most tasks have similar sensory demands</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

<b>Benchmark Title</b>	<b>Public Service Library Assistant 3</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>BM Pay Grade &amp; Job Code</b>	<p>. Base Level (Pay Grade 6) [Job Code 280301]  . Supervision Level 3, 4, or 5 (Pay Grade 7) [Job Code 280302]</p> <hr/> <p>. Second Language and Supervision Level 2, 3, or 4 (Pay Grade 7) [Job Code 280302]  . Second Language and Supervision Level 5 (Pay Grade 8) [Job Code 280303]</p>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide complex public services within a branch/division, or across a limited number of branches, for one or more functions with a limited scope.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Participates in the development and implementation of projects, policies and work methods in the function with co-workers across the system</li> <li>• Performs generalist library duties and assists in the resolution of complex problems</li> <li>• Assists with centralized public services, such as Overdues and Borrower Services on behalf of all Library branches</li> <li>• Provides administrative and technical support in a specialized area to a Library Specialist</li> <li>• Coordinates the copyright clearance process, including searching and verifying source information, identifying and locating rights holders, communicating with rights holders, and requesting clearances</li> <li>• Performs financial functions such as preparing deposits, processing and verifying account transactions, reconciling accounts, and following up on discrepancies</li> <li>• Performs media purchasing duties such as researching materials, making acquisition recommendations, processing purchase orders, and making purchase arrangements with vendors</li> <li>• Negotiates details of purchasing agreements, such as price and rights, in accordance with established guidelines</li> <li>• Performs marketing duties, such as overseeing the development, production, maintenance, and distribution of guides and promotional materials</li> <li>• Edits publications (print, electronic, and other formats) to achieve consistent wording and appearance</li> <li>• Maintains the branch/division collection by shelving, shelf reading, and making arrangements for repairs and replacements</li> <li>• Assesses and determines treatment for damaged books, and performs complex mending</li> <li>• Maintains statistics and attendance records</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<p>. High School graduation, plus two year Library Technician diploma, plus three years of related experience  OR  . An equivalent combination of education and experience</p>

<b>Benchmark Title</b>	<b>Public Service Library Assistant 3</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works independently under minimal supervision</li> <li>. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation</li> <li>. There are a variety of job tasks requiring ongoing prioritization</li> <li>. Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<ul style="list-style-type: none"> <li>. Job duties cover work of an intermediate technical and/or analytical nature</li> <li>. Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems</li> <li>. Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff</li> <li>. Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects</li> </ul>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> <li>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</li> <li>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</li> <li>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</li> <li>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</li> <li>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</li> </ul>
<b>Interpersonal Skills</b>	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> <li>. Builds rapport and defuses tense situations with people who may be difficult or challenging</li> <li>. Actively listens, and probes for information to clarify requests</li> <li>. Uses tact and discretion when discussing problems and eliciting sensitive or confidential information</li> <li>. Provides interpretation of a routine to moderately complex nature</li> <li>. Makes informal demonstrations or presentations in areas of expertise</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in a typical library environment</li> <li>. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<p>Moderate fatigue results from:</p> <ul style="list-style-type: none"> <li>• Extended periods of sitting and/or standing in one position, with limited opportunity to move or change position</li> <li>• The requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy; the incumbent may change tasks, but most tasks have similar sensory demands</li> </ul>
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

<b>Benchmark Title</b>	<b>Public Service Library Assistant 4</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>BM Pay Grade &amp; Job Code</b>	<p>. Base Level (Pay Grade 7) [Job Code 280401]  . Supervision Level 2, 3, 4, or 5 (Pay Grade 8) [Job Code 280402]</p> <hr/> <p>. Second Language and Supervision Level 1, 2, or 3 (Pay Grade 8) [Job Code 280402]  . Second Language and Supervision Level 4 or 5 (Pay Grade 9) [Job Code 280403]</p>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide complex public services and oversee either the operations of a broad range of complex public services within a branch/division, or the operations of one or more highly specialized functions that require complex oversight.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Oversees operations by performing duties such as establishing and implementing operational procedures, organizing and overseeing work, ensuring adherence to policies and procedures, and identifying and recommending new policies, procedures, services, and resources</li> <li>• Interprets and ensures compliance with organizational rules, policies, and procedures, evaluating and making authorized decisions regarding situations requiring deviation or exception from normal procedures at the branch/division level</li> <li>• Provides complex public services in a specialized function in a large branch, such as Overdues, Reserves, and Stack Maintenance</li> <li>• Provides complex oversight, such as planning schedules, determining staffing requirements, and training staff</li> <li>• Makes recommendations regarding branch/division policies, participates in the development of projects and procedures, establishes priorities, schedules special projects (e.g., testing of new networking platforms), and implements new or changed procedures</li> <li>• Participates in the development and implementation of policies and work methods with coworkers across the system in one or more library functions</li> <li>• Responds to complex inquiries and resolves complex problems that cannot be resolved by other staff, involving application of specialized knowledge and skills, such as searching complex bibliographic or reference resources to verify citations, and advising other staff on complex library policies</li> <li>• Assists Librarians with the preparation of bibliographies, indexes, instructional handouts, and other publications</li> <li>• Performs moderately complex reference services, such as assisting users in locating library materials by performing searches on multiple databases</li> <li>• Prepares and adjusts branch/division schedules</li> <li>• Performs financial functions such as organizing, verifying, and compiling monthly financial reports</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	<p>. High School graduation, plus two year Library Technician diploma, plus four years of related experience  OR  . An equivalent combination of education and experience</p>

<b>Benchmark Title</b>	<b>Public Service Library Assistant 4</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>Judgement, Authority, Decision Making</b>	<ul style="list-style-type: none"> <li>. Works independently under minimal supervision</li> <li>. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation</li> <li>. There are a variety of job tasks requiring ongoing prioritization</li> <li>. Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions</li> </ul>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<p>Job duties cover work of an advanced technical and/or analytical nature</p> <ul style="list-style-type: none"> <li>. Frequently resolves complex problems in specialized areas, including for other staff</li> <li>. Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects</li> </ul>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
<b>Interpersonal Skills</b>	<p>A high level of interpersonal skill is required.</p> <ul style="list-style-type: none"> <li>. Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity.</li> <li>. Actively listens, and probes for information to clarify complex requests.</li> <li>. Provides interpretation of a complex nature.</li> <li>. Makes informal demonstrations or presentations in areas of expertise.</li> <li>. Provides training and/or instruction of a routine nature in areas of expertise</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Job is performed in a typical library environment</li> <li>. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability</li> </ul>
<b>Physical and Sensory Effort</b>	<p>Moderate fatigue results from:</p> <ul style="list-style-type: none"> <li>• Extended periods of sitting and/or standing in one position, with limited opportunity to move or change position</li> <li>• The requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy; the incumbent may change tasks, but most tasks have similar sensory demands</li> </ul>
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<b>Benchmark Title</b>	<b>Reference Assistant</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>BM Pay Grade &amp; Job Code</b>	. <b>Base Level (Pay Grade 8) [Job Code 280601]</b> . <b>Supervision Level 4 or 5 (Pay Grade 9) [Job Code 280602]</b> ----- . <b>Second Language and Supervision Level 3, 4, or 5 (Pay Grade 9) [Job Code 280602]</b>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide complex reference assistance that requires specialized knowledge.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Provides complex reference services such as conducting reference interviews, assessing user needs, defining research strategies, and demonstrating how to use a full-range of reference tools</li> <li>• Performs complex generalist library duties and resolves complex problems in the areas of circulation, reserves, overdues, acquisitions, serials, reference, cataloguing, and inter-library loans</li> <li>• Performs complex library technical tasks using specialized knowledge and skills in a specific subject areas</li> <li>• Analyzes, organizes, indexes, and describes materials such as manuscripts, clippings, slides, and photographs</li> <li>• Participates in the development of reference service policies and procedures</li> <li>• Conducts tours, orientation sessions, and conducts or assists in library instruction classes</li> <li>• Develops content for research and course guides</li> <li>• Assists with collection development projects such as identifying items to discard based on established criteria and determining appropriate locations for materials</li> <li>• Assists in the management of library collections by performing duties such as identifying discards, removing items no longer required, and reinstating and relocating materials under the direction of a supervisor or senior staff, including creating, updating and revising complex records</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	. High School graduation, plus two year Library Technician diploma, plus five years of related experience OR . An equivalent combination of education and experience
<b>Judgement, Authority, Decision Making</b>	. Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgment to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	Job duties cover work of an advanced technical and/or analytical nature . Frequently resolves complex problems in specialized areas, including for other staff. . Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects

<b>Benchmark Title</b>	<b>Reference Assistant</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(a) Public Services</b>
<b>Responsibility for the Work of Others</b>	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
<b>Interpersonal Skills</b>	<p>A high level of interpersonal skill is required</p> <ul style="list-style-type: none"> <li>. Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity</li> <li>. Actively listens, and probes for information to clarify complex requests</li> <li>. Provides interpretation of a complex nature</li> <li>. Makes informal demonstrations or presentations in areas of expertise</li> <li>. Provides training and/or instruction of a routine nature in areas of expertise</li> </ul>
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