

Benchmark Title	General Library Assistant
Group	[1] Library
Sub-Group	(c) Shared Services
BM Pay Grade & Job Code	<p>. Base Level (Pay Grade 1) [Job Code 281301] . Supervision Level 3, 4, or 5 (Pay Grade 2) [Job Code 281302]</p> <hr/> <p>. Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 2) [Job Code 281302] . Second Language required, plus Supervision Level 5 (Pay Grade 3) [Job Code 281303]</p>
Scope & Level Definition	Jobs at this level provide basic Public Service or Technical library services.
Sample Duties at this Level	<ul style="list-style-type: none"> • Patrols areas of one or more library location • Monitors and receives reports on security problems and users creating disturbances • Enforces library policy on unacceptable conduct, and ensures areas of the building are secure • Records information about repeat offenders • Maintains and updates documentation on library monitoring guidelines and procedures • Charges and discharges circulating material • Collects, sorts, shelves, shelf-reads, arranges, straightens, checks, and transports materials • Assists with processing newly catalogued items for shelving and circulation by performing duties such as unpacking newly arrived materials, and preparing materials for circulation by adding barcodes, security strips, identification stamps, and labels • Picks up and delivers library materials, supplies, and equipment • Processes requests to retrieve items from storage • Monitors and reports equipment condition and maintenance problems, and performs routine servicing of printers and copiers
Knowledge (Education & Experience)	<p>. High School graduation, plus one year of related experience OR . An equivalent combination of education and experience</p>
Judgement, Authority, Decision Making	<p>. Works under general supervision . 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 . Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action . Some planning may be required . Performs routine duties independently</p>

Benchmark Title	General Library Assistant
Group	[1] Library
Sub-Group	(c) Shared Services
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . 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
Responsibility for the Work of Others	<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>
Interpersonal Skills	<p>Moderate interpersonal skills are required:</p> <ul style="list-style-type: none"> . Verifies, explains, and/or exchanges detailed/specialized information. . Selects information from more than one source. . Responds to basic complaints.
Working Conditions	<ul style="list-style-type: none"> . 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
Physical and Sensory Effort	<ul style="list-style-type: none"> . No undue fatigue . A variety of sitting, standing, and/or walking . Attentiveness is required for everyday activities, and additional effort is required occasionally
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Benchmark Title	Library Specialist
Group	[1] Library
Sub-Group	(c) Shared Services
BM Pay Grade & Job Code	. Base Level (Pay Grade 8) [Job Code 281401] . Supervision Level 4 or 5 (Pay Grade 9) [Job Code 281402] ----- . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 9) [Job Code 281402]
Scope & Level Definition	Jobs at this level provide leadership for one or more system-wide library functions of Public Services and/or Technical Services (e.g., Acquisitions, Serials) across all University library branches (does not include functions that are not system-wide).
Sample Duties at this Level	<ul style="list-style-type: none"> • Oversees the operation of one or more Public Services and/or Technical Services functions across all University library branches by taking a lead role in the development of new policies, procedures, work methods, and services, and by establishing priorities and scheduling special projects (e.g., testing and implementation of new networking platforms and modules) • Determines, coordinates, and evaluates workflow priorities for the function(s) across all library branches, on matters such as the organization of library collections, the acquisition and processing of new library materials, collection retention policy and practice, and proposed library acquisition plans • Develops, coordinates, and evaluates system-wide staff training related to procedures for the function(s), including developing training manuals and documentation • Responds to complex inquiries and resolves problems and disputes as a resource person for the function(s) across all University library branches, such as resolving disputes related to outstanding fines, bill payments, and charges • Interprets and ensures compliance with organizational rules, policies, and procedures, evaluating and making authorized decisions regarding situations requiring deviation or exception from normal procedures • Performs financial functions such as receiving complex payments, preparing budget requests, forecasting expenses, monitoring assigned budgets, and monitoring cash receipts • Performs administrative duties related to activities of the function(s) across all University library branches such as compiling reports, composing and responding to correspondence, and updating documentation and manuals
Knowledge (Education & Experience)	. High School graduation, plus two year Library Technician diploma, plus five years of related experience OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	. 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 judgement 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

Benchmark Title	Library Specialist
Group	[1] Library
Sub-Group	(c) Shared Services
Creativity, Problem Solving, Analytic and/or Technical Thinking	<p>Job duties cover work of an advanced technical and/or analytical nature</p> <ul style="list-style-type: none"> . 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
Responsibility for the Work of Others	<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>
Interpersonal Skills	<p>A high level of interpersonal skill is required</p> <ul style="list-style-type: none"> . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical library environment . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<p>Moderate fatigue results from:</p> <ul style="list-style-type: none"> • Extended periods of sitting and/or standing in one position, with limited opportunity to move or change position • 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
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Benchmark Title	Library Specialist 2
Group	[1] Library
Sub-Group	(c) Shared Services
BM Pay Grade & Job Code	. Base Level (Pay Grade 9) [Job Code 280501] . Supervision Level 5 (Pay Grade 10) [Job Code 280502] ----- . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 10) [Job Code 280502]
Scope & Level Definition	Jobs at this level are Library Specialists with an advanced level of judgement, responsibility, and decision making.
Sample Duties at this Level	<ul style="list-style-type: none"> • Establishes and oversees the implementation of library-wide policies and procedures • Oversees and maintains the operations of a complex, broad-scoped library technical or borrower services function across all library branches by taking a lead role in the development of new policies, procedures, work methods, and services, and by establishing priorities and scheduling special projects (e.g., testing and implementation of new networking platforms and modules) • Develops and implements new system-wide procedures and systems • Develops, coordinates, and evaluates system-wide staff training related to the function, including developing training manuals and documentation, and liaising with all branches, at all levels, to ensure consistency • Responds to complex inquiries and resolves problems and disputes as a resource person for the function across all University library branches • Interprets and ensures compliance with organizational rules, policies, and procedures, evaluating and making authorized decisions regarding situations requiring deviation or exception from normal procedures • Performs financial functions such as preparing budget requests, forecasting expenses, monitoring assigned budgets, and monitoring cash receipts • Responsible for the performance of book vendors and ensuring compliance with signed agreements
Knowledge (Education & Experience)	. High School graduation, plus two year Library Technician diploma, plus five years of related experience OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	. Works independently under broad direction . Work is performed within authorized prescribed limits and/or an approved plan . Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods . Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities . Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions

Benchmark Title	Library Specialist 2
Group	[1] Library
Sub-Group	(c) Shared Services
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . 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
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [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
Interpersonal Skills	<ul style="list-style-type: none"> A high level of interpersonal skill is required . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical library environment . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Significant fatigue results from the requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more tasks must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
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