

<b>Benchmark Title</b>	<b>Technical Services Library Assistant 1</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical Services</b>
<b>BM Pay Grade &amp; Job Code</b>	. Base Level (Pay Grade 1) [Job Code 280701] . Supervision Level 4 or 5 (Pay Grade 2) [Job Code 280702] ----- . Second Language required, plus Supervision Level 2, 3, 4, or 5 (Pay Grade 2) [Job Code 280702]
<b>Scope &amp; Level Definition</b>	Jobs at this level provide routine Technical Services in one or more areas, such as Serials, Acquisitions, Cataloguing, and Book Preparation.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Prepares non-book items for processing</li> <li>• Performs receiving functions such as unpacking, sorting, and verifying library materials against documentation, identifying incorrect and damaged materials and forwarding to appropriate processing staff</li> <li>• Picks up and delivers library materials, supplies, and equipment</li> <li>• Inputs and edits data in online systems</li> <li>• Performs pre-cataloguing searches</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	. High School Graduation, plus one year of related experience OR . An equivalent combination of education and experience
<b>Judgement, Authority, Decision Making</b>	. 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
<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

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<b>Sub-Group</b>	<b>(b) Technical 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>Basic interpersonal skills are required.</p> <ul style="list-style-type: none"> <li>. Exchanges routine information.</li> <li>. Responds to basic requests for information.</li> <li>. Provides information that is easily accessible within the work area.</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>. Standard office environment, or</li> <li>. Seldom exposure to minor disagreeable conditions</li> <li>. Workplace interruptions are expected, and do not create undue stress in task completion with known and predictable deadlines.</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>Technical Services Library Assistant 2</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical Services</b>
<b>BM Pay Grade &amp; Job Code</b>	. Base Level (Pay Grade 3) [Job Code 280801] . Supervision Level 4 or 5 (Pay Grade 4) [Job Code 280802] ----- . Second Language required, plus Supervision Level 2, 3, 4, or 5 (Pay Grade 4) [Job Code 280802]
<b>Scope &amp; Level Definition</b>	Jobs at this level provide Technical Services of a moderately complex nature in one or more areas, such as Serials, Acquisitions, Cataloguing, and Book Preparation.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Performs invoicing and receiving duties for standing orders and periodical shipments in a variety of languages</li> <li>• Identifies and investigates discrepancies between what was ordered, what was received, and what was invoiced</li> <li>• Identifies missing receipts and follows up as required</li> <li>• Generates and updates bibliographic and/or holding records in accordance with established procedures by performing duties such as comparing existing data fields, determining appropriate actions, editing fields, and saving changes</li> <li>• Prepares items for binding, and processes newly bound and catalogued items</li> <li>• Performs serial check-in</li> <li>• Inputs and edits data in online systems, including upgrading incomplete records</li> <li>• Performs routine mending, and forwards items for repair</li> <li>• Processes requests to retrieve items from storage</li> <li>• Performs clerical duties such as compiling statistical data, composing and responding to correspondence, completing forms, processing documents and mail</li> </ul>
<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 cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects

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<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>Technical Services Library Assistant 3</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical Services</b>
<b>BM Pay Grade &amp; Job Code</b>	. <b>Base Level (Pay Grade 6) [Job Code 280901]</b> . <b>Supervision Level 4 or 5 (Pay Grade 7) [Job Code 280902]</b> ----- . <b>Second Language required, plus Supervision Level 2, 3, 4, or 5 (Pay Grade 7) [Job Code 280902]</b>
<b>Scope &amp; Level Definition</b>	Jobs at this level provide complex Technical Services in one or more areas, such as Serials, Acquisitions, Cataloguing, and Book Preparation.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Assists in the resolution of complex inquiries, problems, and disputes as a resource person within a specialized Technical Service function</li> <li>• Receives, verifies, and prioritizes orders for library resources in various formats (including maps, rare, microforms, print, etc), as well as resources lacking bibliographic records, such as gifts, standing orders, and depository government documents</li> <li>• Oversees branch mendery operations</li> <li>• Arranges, indexes, and inventories special materials such as government documents, manuscripts, newspapers, clippings, slides, and photographs for bibliographic control</li> <li>• Assists Librarians with ordering book, serial, multimedia, and electronic products</li> <li>• Performs purchasing duties such as processing invoices for the renewal of periodical subscriptions, initiating renewals, preparing purchase orders for new subscriptions, receiving and checking-in purchases and maintaining related records</li> <li>• Performs pre-order bibliographic searches, selects the best record for ordering, and creates temporary brief records when no record is found</li> <li>• Creates order records, assigns publishers, encumbers funds and places orders in accordance with established procedures</li> <li>• Responds to complex inquiries, problems and disputes as a resource person with specialized knowledge in one or more areas of Technical Services</li> <li>• Researches information on vendor databases and publisher websites</li> <li>• Initiates claims and follows up on unfilled orders</li> <li>• Liaises with vendors, donors and exchange partners</li> <li>• Performs administrative duties such as compiling statistical data, composing and responding to correspondence, completing forms, processing documents, and updating documentation and manuals</li> </ul>
<b>Knowledge (Education &amp; Experience)</b>	. High School graduation, plus two year Library Technician diploma, plus three years of related experience OR . An equivalent combination of education and experience

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<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical 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 intermediate technical and/or analytical nature:</p> <ul style="list-style-type: none"> <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> <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>. 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>Technical Services Library Assistant 4</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical Services</b>
<b>BM Pay Grade &amp; Job Code</b>	<p>. Base Level (Pay Grade 7) [Job Code 281001]  . Supervision Level 2, 3, 4, or 5 (Pay Grade 8) [Job Code 281002]</p> <hr/> <p>. Second Language required, plus Supervision Level 1, 2, or 3 (Pay Grade 8) [Job Code 281002]  . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 9) [Job Code 281003]</p>
<b>Scope &amp; Level Definition</b>	Jobs at this level oversee one or more areas of Technical Services either in the main Technical Services department, or in a branch that performs the majority of its own technical services. Provides complex Technical Services.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Oversees the operation of an area of Technical Services, such as binding, acquisitions ordering, and cataloguing by performing duties such as establishing and implementing operational procedures, and organizing and overseeing work</li> <li>• Determines, coordinates, and evaluates workflow priorities, disseminating information and direction to staff</li> <li>• Identifies, recommends, and implements new policies, procedures, services, and resources</li> <li>• Participates in the development of projects, establishes priorities, and schedules special projects (e.g., testing of new networking platforms)</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</li> <li>• Participates in the development and provision of system-wide staff training related to designated area of Technical Services, including preparing training manuals and documentation</li> <li>• Responds to complex inquiries, problems, and disputes such as order and bibliographic problems, problems with suppliers, and disputes pertaining to order payments; liaises with appropriate resources to acquire information and resolve problems</li> <li>• Performs complex Technical Service duties in designated area</li> <li>• Performs financial functions such as receiving complex payments, preparing budget requests, forecasting expenses, and monitoring assigned budgets</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>Judgement, Authority, Decision Making</b>	<p>. 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</p>

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<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical Services</b>
<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>Cataloguer 1</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical Services</b>
<b>BM Pay Grade &amp; Job Code</b>	<p>. Base Level (Pay Grade 4) [Job Code 281101]  . Supervision Level 3, 4, or 5 (Pay Grade 5) [Job Code 281102]</p> <hr/> <p>. Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 5) [Job Code 281102]  . Second Language required, plus Supervision Level 5 (Pay Grade 6) [Job Code 281103]</p>
<b>Scope &amp; Level Definition</b>	Jobs at this level perform routine library cataloguing duties.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Performs routine cataloging duties for library materials utilizing automated and manual procedures, in accordance with established policies and procedures</li> <li>• Assesses the quality of catalogue records, ensures compliance with accepted standards, applies cataloguing rules and procedures, and edits records in areas of descriptive cataloguing</li> <li>• Creates, codes, and edits bibliographic and authority records, in accordance with established policies and procedures</li> <li>• Makes determinations pertaining to bibliographic descriptions and access points</li> <li>• Verifies bibliographic information and call numbers in vendor-supplied cataloging records</li> <li>• Searches various databases for catalogue records, and imports them to local databases</li> <li>• Maintains processing statistics</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>
<b>Judgement, Authority, Decision Making</b>	<p>. 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</p>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<p>Job duties cover work of a minor interpretive and/or technical and/or analytical nature.  . Compiles, manipulates, and performs calculations on data.  . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems.  . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects</p>

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<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical 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>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>Cataloguer 2</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical Services</b>
<b>BM Pay Grade &amp; Job Code</b>	<p>. Base Level (Pay Grade 6) [Job Code 281201]  . Supervision Level 2, 3, 4, or 5 (Pay Grade 7) [Job Code 281202]</p> <hr/> <p>. Second Language required, plus Supervision Level 1, 2, and 3 (Pay Grade 7) [Job Code 281202]  . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 8) [Job Code 281203]</p>
<b>Scope &amp; Level Definition</b>	Jobs at this level perform moderately complex library cataloguing duties requiring specialized language, and/or specialized subject area knowledge, and/or original descriptive cataloguing.
<b>Sample Duties at this Level</b>	<ul style="list-style-type: none"> <li>• Transliterates bibliographic information from non-Roman scripts into Roman alphabet in accordance with established standards</li> <li>• Searches and establishes authority records for literary authors, composers and artists, and assigns cutter numbers in accordance with local cataloguing policies</li> <li>• Interprets and applies cataloguing rules and procedures while verifying and editing records in areas of descriptive cataloguing and cutter numbers.</li> <li>• Catalogues non-book materials and special formats and/or languages in accordance with cataloguing policies</li> <li>• Updates authority records, and creates brief authority records as necessary</li> <li>• Performs original descriptive cataloguing as required</li> <li>• May serve as a foreign language or special format resource person</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>Judgement, Authority, Decision Making</b>	<p>. 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</p>
<b>Creativity, Problem Solving, Analytic and/or Technical Thinking</b>	<p>. Job duties cover work of an intermediate technical and/or analytical nature  . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems  . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff  . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects</p>

<b>Benchmark Title</b>	<b>Cataloguer 2</b>
<b>Group</b>	<b>[1] Library</b>
<b>Sub-Group</b>	<b>(b) Technical 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>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>. 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>