



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
LIBRARY TECHNICIAN III	31	E	4.116
LIBRARY TECHNICIAN II	29	E	4.117
LIBRARY TECHNICIAN I	27	E	4.122
LIBRARY ASSISTANT III	25	E	4.118
LIBRARY ASSISTANT II	23	E	4.119
LIBRARY ASSISTANT I	21	E	4.120

SERIES CONCEPT

Library Technicians/Assistants perform duties in support of the operation of libraries that house and provide access to a variety of materials in a variety of formats. Incumbents perform and/or supervise technical, paraprofessional and administrative duties within one or more functional areas of the library including acquisitions; cataloging; circulation; collection maintenance; document delivery/interlibrary loan; government documents; reference, serials and/or metadata, electronic resources, and digital services.

Positions allocated to this series may perform a broad range of duties in one or more of the functional areas listed above, or they may specialize in one or more library services, functions and activities. The level of work assigned to positions in this series range from basic library duties to specialized program support including management of a library department or subunit. In addition, positions in this series perform many different combinations of duties.

Some library duties may be performed at several levels within this series. For example, positions at each level in the series may check out library materials to patrons. However, at the lowest level in the series this may represent the preponderance of time, while at the highest level it takes a small percentage of time and is not representative of the complexity of the position's primary purpose. In this example, there is little difference in the level of complexity associated with checking out materials. A second example of a duty performed at various levels is providing reference assistance. At the lower levels in the series, this may involve less complex tasks such as directing a patron to a computer terminal and providing general information on how to access databases. At the higher levels, the duty is more complex and involves responding to complicated reference requests where the incumbent must determine the best source of information and then conduct searches through a variety of specialized and infrequently used databases.

ALLOCATION OF POSITIONS

Allocation of positions to a level within the series is determined by a review of the nature and complexity of work performed; the knowledge, skills and abilities required; independence/supervision received; scope of responsibility/consequence of error; authority to take action/decision-making; and personal contacts necessary to complete work. No single factor determines allocation. All of the components listed above are evaluated as a whole for classification determination.

In order to be reallocated from one level in the series to a higher level, a position must spend the preponderance of time performing higher level duties. Some positions may perform one or two higher level duties, but this does not provide the basis for reallocation to the higher level. The duty statements listed are intended to be representative of the level, but all classification factors must be considered in relation to the duties assigned to a position to determine the appropriate classification.

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CLASS CONCEPTS

Library Technician III: Under the general direction of a division head, incumbents perform administrative duties, which may include supervising classified staff, student workers, docents and/or volunteers, determining work procedures, scheduling staff and justifying budget requests. Positions at this level are distinguished from Library Technician II's by administrative and more complex operational duties and responsibility for a major, complex section of a large library.

Work at this level is characterized by the coordination and supervision of an independent and complex library section with authority to set section priorities, establish section procedures and solve section problems. Incumbents interact with other section heads in meetings and in matters involving planning or policy on an interdepartmental or library-wide level.

Representative duties for LIBRARY TECHNICIAN III include:

Manage operations and activities of a computerized acquisitions system; maintain fiscal control over library funds including establishing necessary accounts; coordinate requested acquisitions with various library departments and prepare financial and valuation reports as needed by the library and/or administration.

Coordinate and manage a large circulation section, which may include multiple areas such as reserves and stacks management that function as part of the section; supervise a large classified and student staff and oversee a high volume of circulation activity; exercise overall responsibility for the management of circulation system, automated or otherwise, with system responsibility for off-site libraries and altering system parameters including changing and/or adjusting due dates for borrowers, updating the loan rule table to correspond with new policies, or to reflect changes in existing policies and archiving inactive patron records.

Representative duties at a college or university may also include:

Manage materials budget tracking in a large library, including managing multiple materials budget funds, fund structure, and allocation process; manage donor funds allocations and oversee donor-funded acquisitions; oversee and approve processed and posted invoices, including troubleshooting; conduct regular materials budget meetings; provide financial reports; manage fiscal year-end close processes.

High level derived and occasional original cataloging of complex materials such as maps, serials, musical scores, foreign language materials, etc.; creation, review, and revision of authority records for control processes; oversee a specialized cataloging or metadata subunit which may include training and overseeing classified and/or student staff, creating workflows and documentation, and overseeing quality control processes; complex database maintenance or configuration duties as they pertain to cataloging and/or metadata practices.

Library Technician II: Positions at this level are distinguished from lower level Library Technicians/Assistants by more complex and diversified paraprofessional duties and greater supervisory responsibilities. Incumbents work under the general direction of a higher-level classified position, librarian, or section head.

Representative duties for LIBRARY TECHNICIAN II include:

Manage a principal function, service or a highly specialized unit within a large library, perform technical or paraprofessional duties, and provide supervision to classified staff and/or large numbers of student workers, docents, and/or volunteers. The functions managed have library-wide impact or constitute a highly specialized unit such as computer resource centers, stacks management, federal document depositories, subscription management, book and media acquisitions, electronic resource management, circulation systems, or digital services. Incumbents are responsible for recommending and implementing unit procedures and policies.

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CLASS CONCEPTS (cont'd)

Library Technician II (cont'd)

Representative duties for LIBRARY TECHNICIAN II include: (cont'd)

Act as the assistant to a librarian, section or division head in the daily operation of a small library; work closely with professional staff in the daily operation of the facility, recommend and implement policies and procedures, and supervise and train classified employees and/or large numbers of student workers, docents and/or volunteers; oversee numerous and diverse functions such as circulation, reference, cataloging, interlibrary loan, and acquisitions within the facility to which assigned; and may be required, the preponderance of time, to manage library operations in support of part-time professional staff.

Function as the night or weekend supervisor with primary responsibility for supervising student workers in library operations, maintaining effective liaison with security, interpreting library policy, and assisting faculty, staff, students and the general public.

Perform specialized technical work which requires original thinking, creativity, judgment and analysis in order to develop new and unique solutions to problems and projects; oversee and participate in planning, implementing or managing projects to include developing testing processes, measuring performance and outcomes, and writing standards, policies and procedures.

Representative duties at a college or university may also include:

Manage E-resource access and holdings in knowledge base and link resolver; analyze, strategize and develop improvements in subscription management; maintain and troubleshoot links to web services and other discovery services; test and resolve link operability; set up and test e-resource trials with subscription agents.

Library Technician I: Under the general supervision of a higher-level classified position, librarian or section head, incumbents spend the preponderance of their time performing either advanced journey level duties in specialized areas or incumbents have significant responsibility and authority across multiple assignments. Incumbents are assigned to any of a variety of library sections or branches, and may provide supervision to lower level classified staff, student workers, docents and/or volunteers.

Incumbents perform duties which require the application of greater discretion and judgment than Library Assistant III's in determining and implementing search strategies, evaluating quality and/or applicability of information, troubleshooting and applying rules and guidelines correctly. Inquiries and assignments are more complex and diverse than those assigned to lower levels in the series and require a wide scope or an in-depth technical knowledge and stewardship of library resources, standards, policies, and automated systems.

Representative duties for LIBRARY TECHNICIAN I include:

May work from an incorrect citation to obtain the correct bibliographic information by using sophisticated indexes, abstracts and verification tools.

Copy catalog using a record which did not originate from a national library and does not follow the modern established cataloging rules; establish the correct access points, form of series entry and appropriate cross references; edit and update records for non-routine and non-print materials; use and maintain authority control records.

Respond to complicated circulation, interlibrary, loan, reserves and reference questions and evaluate patron requests which require judgment in determining the best sources of information; access that information by

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CLASS CONCEPTS (cont'd)

Library Technician I (cont'd)

Representative duties for LIBRARY TECHNICIAN I include: (cont'd)

conducting searches through a variety of databases and web resources.

Establish and maintain the primary bibliographic and check-in records for all types of serials on the automated serial control system; research various serial directories to obtain the correct information; enter information such as the title, number of issues per volume, date of issue, and vendor into the database; update records in the database as changes occur in the journal title, publisher or frequency.

Technically develop and maintain a set of Web pages or a Website; maintain and develop links to other pages and sites; maintain links to downloadable files within the pages and between library Web pages and third party electronic subscription materials; ensure the integrity of the site's file structure and the sitemap of the pages or site; work with subsections within the library to ensure content is clear, concise and up-to-date and that obsolete or unused materials are purged from the Website file structure; ensure compliance with Nevada System of Higher Education, current web accessibility standards, or State Website Content Policy and Privacy Policy; monitor and report on Web statistics as necessary; maintain proper backup of Web pages or site for disaster recovery purposes.

Alter the system parameters of a library services platform including changing and/or adjusting system settings, maintaining patron records, updating the loan rules to correspond with new policies, or to reflect changes in existing policies and/or archiving inactive patron records.

Acquire federal documents; claim missing documents; determine correct federal retention policy for all documents; track changes and maintain government document numbers; instruct patrons in the use of materials including federal electronic Websites and computer files; and maintain government document policies.

Representative duties at a college or university may also include:

Research and purchase library print materials, books, multi-media, and other resources from a variety of vendors and publishers; claim orders including troubleshooting; verify and process invoices from various vendor models for payment approval; process and receive library print materials; manage and process print serials, including predictive check-in, receiving, claiming and troubleshooting; manage an in-house book repair operation; coordinate print materials binding activities through use of a binding vendor; supervise student workers.

Library Assistant III: Under direct supervision, positions at this level perform either specialized duties in standard bibliographic searching, reference, cataloging, interlibrary loan, course reserves, media and technology services and/or circulation, or perform several of the duties described below. Incumbents may provide supervision to lower level classified staff and student workers. This is the journey level in the series.

Positions at this level perform duties that require the incumbent to verify accuracy and completeness of information and make required corrections and additions; obtain information from sources outside the library; explain and apply rules, procedures and practices to patrons. Library Assistant III's apply judgment on a regular basis when distinguishing between variables, identifying applicable provisions, applying the most appropriate standards and making minor adaptations to individual circumstances.

Perform copy cataloging to provide electronic access to a bibliographic record and retrieval or access to materials in the library's collection; ensure the quality and completeness of each record according to national cataloging rules and standards using copy from the Library of Congress, the National Library of Medicine, or other reliable contributors where possible; produce spine labels, attach security markers, and make materials shelf ready.

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CLASS CONCEPTS (cont'd)

Library Assistant III (cont'd)

Representative duties for LIBRARY ASSISTANT III include: (cont'd)

Evaluate and determine the type and scope of information desired by individual patrons; identify appropriate resources and/or search strategies; instruct and assist patrons in the use of resources and equipment; assist in locating, accessing, copying or printing materials; refer requests beyond personal scope of knowledge to a reference librarian or supervisor.

Order and receive routine materials such as in-print, English language, monograph, print and non-print items through basic acquisition business models; verify order information and ensure orders are not duplicates; submit orders electronically; verify incoming orders and invoices; transfer accepted materials to cataloging; submit invoices for payment approval and maintain statistics.

Process requests and materials being placed on print or electronic reserve; assess and collect fines, issue overdue and delinquency notices, and update circulation databases as needed; log copyright clearance of requested materials; accept, process and/or deposit payments of fees and fines according to established policies and procedures.

May track and check in serials; issue claims for missing issues; prepare materials for binding, verify their return, and process for shelving.

Process routine interlibrary loan requests; verify bibliographic data; select appropriate lending library; order items; monitor orders and resolve routine problems.

May maintain the library's print and/or electronic collection in proper order and condition.

Maintain a variety of equipment in proper working condition including computers, printers, photocopiers, and microform machines; troubleshoot equipment malfunctions and make minor repairs and adjustments.

Collect, maintain and report statistics related to assigned areas.

Library Assistant II: Under close supervision, incumbents perform routine and less complex library duties which require limited judgment and are performed in accordance with clearly prescribed procedures. Incumbents often perform auxiliary duties of a clerical nature such as account maintenance, compilation of statistical information, data entry, processing and delivery of mail, typing and file maintenance.

Representative duties for LIBRARY ASSISTANT II include:

Positions may be permanently assigned to this level, and progression to Library Assistant III is not automatic. Incumbents typically receive more supervision than Library Assistant III's and are employed in work situations that require following established procedures and methods. Incumbents may provide training and work direction to lower level classified employees and student workers.

Issue library cards and enter patron data; check out and record the return of materials; check in serials by verifying the correct journal title, recording the volume number, issue number and date in the serials control database; route selected journals to designated personnel; deliver processed issues to student workers for shelving.

Provide patron assistance by directing patrons to, and assisting with, appropriate resources and explaining unit policies and procedures and services available.

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CLASS CONCEPTS (cont'd)

Library Assistant I:

Under immediate supervision, incumbents in this class receive training in performing basic library duties. Progression to the Library Assistant II level may occur upon meeting the minimum qualifications and with the approval of the appointing authority. This is the trainee level in the series.

MINIMUM QUALIFICATIONS

LIBRARY TECHNICIAN III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of experience in a library or other cultural heritage institution, including two years of technical level experience performing duties such as copy cataloging, acquisitions, electronic resource management; and/or organizing, curating and accessing government publications; **OR** one year of experience as a Library Technician II in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: purpose, capabilities, and functions of library services, systems, policies and procedures. **Ability to:** analyze and evaluate established unit/section policies and procedures in order to recommend and implement change; establish long- and short-term goals and objectives for a section and/or and set projected dates of attainment; analyze and evaluate section policies and procedures in order to implement additions or revisions as required; gather, compile, and analyze information required to produce useful reports and/or project and justify budget and personnel requirements; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: the configuration, processes, hardware, and software of a including familiarity with national standards pertaining to library operations. **General knowledge of:** agency penalties and prohibitions; **Ability to:** interact with various levels of management on a library-wide basis to resolve problems and/or make policy and expenditure recommendations; analyze and interpret financial and statistical data from a variety of sources and compile the data into comprehensive reports.

LIBRARY TECHNICIAN II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of experience in a library or other cultural heritage institution, including one year of technical level work performing duties such as copy cataloging, acquisitions, electronic resource management, ; and/or organizing, curating and accessing government publications; **OR** one year of experience as a Library Technician I in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: applicable library services, systems, policies and procedures; national standards pertaining to library pertaining to a specific library area or function; and the relationship of the library with other divisions, institutions, and State agencies. **General knowledge of:** principles and practices of supervision and training. **Ability to:** represent the unit/section in meetings and communicate the requirements and recommendations for the unit/section; plan, organize and supervise complex projects; explain policies and procedures clearly to dissatisfied patrons; make appropriate independent decisions without review from a higher authority; train and supervise staff; assign and review work, establish work schedules and priorities,

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MINIMUM QUALIFICATIONS (cont'd)

LIBRARY TECHNICIAN II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
and administer or recommend discipline; write in a logical, concise manner sufficient to develop a policy and procedure manual for the unit; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Library Technician III.)

LIBRARY TECHNICIAN I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of customer service experience in a library or other cultural heritage institution; **OR** one year of experience as a Library Assistant III in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: methods and techniques pertinent to a specialized functional area of the library; procedural operations of the major areas of a library; searching, data entry and retrieval methods used with specialized databases; a variety of specialized library software and hardware; cataloging rules and formats.
Ability to: communicate effectively both orally and in writing; perform technical library duties in an assigned functional area; train and oversee the work of others; work independently with minimal supervision; work in a team environment; establish work schedules and priorities; perform copy cataloging duties according to national standards and local practice; recognize and evaluate indexes, publications or databases including those which are used infrequently; assist library staff and patrons in resolving computer hardware and software related problems; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Library Technician II.)

LIBRARY ASSISTANT III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of customer service experience, one year which was in a library or other cultural heritage institution; **OR** one year of experience as a Library Assistant II in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: resources, services, organization and functions of various sections and/or branches of a library; search criteria and retrieval methods used with common databases; relevant library services function such as acquisitions, circulation, cataloging, and interlibrary loan; nationally recognized classification systems; standard word processing, spreadsheet, presentation software and Internet browsers.
General knowledge of: the scope and content of the library collections; established cataloging rules and formats; **Ability to:** and their interrelationships; import and edit cataloging records from a national bibliographic utility using national cataloging standards; establish and maintain effective working relationships with library users and staff; operate a variety of equipment including photocopiers, microform machines, and audio-visual equipment and perform routine equipment maintenance; *and all knowledge, skills and abilities required at the lower levels.*

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MINIMUM QUALIFICATIONS (cont'd)

LIBRARY ASSISTANT III (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Library Technician I.)

LIBRARY ASSISTANT II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of library or clerical experience which included customer service; **OR** six months of experience as a Library Assistant I in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: customer service skills; telephone etiquette; operation of a computer and other office equipment; Internet browsers; basic manual and computerized recordkeeping methods. **General knowledge of:** data entry techniques; business English. **Ability to:** enter data, process records and resolve discrepancies according to clearly established procedures; apply and explain rules, regulations, policies and procedures; read and understand manuals and other detailed written materials; understand patron information requests and determine needs; compare two sources of text and recognize discrepancies; provide clerical support to library staff; English and grammar sufficient enough to type, format and produce correspondence including business correspondence, reports and other materials. **Skill in:** the operation and use of office equipment; keyboarding; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Library Assistant III.)

LIBRARY ASSISTANT I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and six months of customer service experience; **OR** six months of experience as a Clerical Trainee in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Notes and Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: correct English usage, grammar, spelling and punctuation; basic math. **General knowledge of:** the operation of computers and other office machines; standard office procedures such as filing, typing, duplicating materials; answering telephones and taking/sending written or electronic-mail messages; distributing mail; telephone etiquette; word processing software; manual and computerized recordkeeping methods. **Ability to:** communicate in a friendly, helpful and courteous manner with co-workers and patrons; read and understand information and materials related to the assignment; accurately file or retrieve records; establish and maintain alpha numeric files; work with interruptions and various levels of noise and distractions; understand and follow oral and written directions; add, subtract and divide numbers accurately.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Library Assistant II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

