University Library Specialist
COMPETENCY PROFILE

Description of Work:

Positions in this banded class perform specialized duties in the field of information science and knowledge management, typically provided in libraries, archives, or records management programs. In a university, a library serves as the primary information source for an academic/research department or professional school. Positions in this role perform complex, high level work concerned with accessing, analyzing, organizing, summarizing, and coding the intellectual content and format of the information resources and collection. Work may include provision of reference and access services, preservation of collections, and planning and management of projects and budgets. Positions require detailed knowledge of guidelines, policies, procedures, standards, regulations, and practices pertaining to organization and delivery of information resources in a variety of formats. Positions require extrapolation from existing guidelines to unique situations and thorough knowledge of data structures, data coding, and data relationships for specific online information systems and databases.   Positions require specialized knowledge in a discipline, field, or subject/functional area. Work may include training, supervision, facilities management, or safety/security.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	**Journey**	**Advanced**
Duties in this role include analyzing, arranging, describing, summarizing and coding the intellectual content for a limited range of information resources. Positions evaluate client queries and concerns, provide reference and limited research services to researchers, university students and faculty, and other clients and instruct clients in the use of a limited range of technology and resources. Work with the collections includes planning and management of delivery mechanisms, housing, preservation, and materials budget and management. Work may include problem-resolution with suppliers, vendors, and other agencies. Positions may train and coordinate the work of others. Positions may supervise staff and students.	Duties in this role include analyzing, arranging, describing, summarizing and coding the intellectual content of information resources in various formats and languages in highly networked environments. Positions evaluate client queries and concerns, provide reference and research services to researchers, university students and faculty, and other clients and instruct clients in the use of technology and resources. Positions may be involved in service evaluation and planning. Work with the collections includes planning, management, and access of delivery mechanisms, housing, preservation, and materials budget and management. Work may include complex problem-resolution with suppliers, vendors, and other agencies. Positions may train and coordinate the work of others. Positions may supervise staff and students.	Duties in this role include advanced work in analyzing, arranging, describing, summarizing and coding the intellectual content of information resources in various formats and languages in highly networked environments. Positions evaluate complex client queries and concerns, provide reference and research services to researchers, university students and faculty, and other clients and instruct clients in the use of technology and resources. Positions are involved with service evaluation and planning. Work with the collections includes advanced planning, management, and access of delivery mechanisms, housing, preservation, and materials budget and management. Work includes complex problem-resolution with suppliers, vendors, and other agencies. Positions may train and coordinate the work of others. Positions may supervise staff and students.

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Competency	Definition
Knowledge - Program/Technical	Knowledge of program procedures, methods, practices and their application to specific situations. This knowledge is usually acquired on the job or through progression in the same or similar career path and/or possession of a designated level of technical skill or knowledge in a specific technical area(s). Requires the ability to stay current with developments and trends in areas of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.
Client/Patron Service	Develops and maintains strong relationships with clients (those for whom formal professional services are rendered) or patrons (students, faculty, staff, scholars, researchers and the general population) by listening to the client/patron and understanding and responding to identified needs. Collects information, investigates and directs client/patron to a source for help or information.
Data/Information/Records Administration	Monitors and develops data collection policies and procedures, implements and administers programs and systems for the management of information/records/data. Analyzes and interprets printed and electronic information. Reviews, compiles, analyze and prepare reports.
Instruction	Instructs and trains employees, students, faculty and/or other clients/patrons by providing information, including appropriate procedures, practice and/or the operation of equipment. Instruction is conducted in information literacy or other specialty/functional area.
Communication (Presentations, Oral, and Written)	Presents information to individuals or groups; delivers presentations suited to the characteristics and needs of the audience. Conveys information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Listens and responds appropriately to others. Transactions are usually conducted in a functional or specialty area, which may require subject knowledge or fluency in foreign language.
Planning and Organizing Work/Supervision	Develops plans to accomplish work operations and objectives. Schedules and assigns work to use resources efficiently. Observes and assesses work, provides feedback, administers and ensures compliance with human resources policies and procedures.

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Knowledge Program/Technical

Knowledge of program procedures, methods, practices and their application to specific situations. This knowledge is usually acquired on the job or through progression in the same or similar career path and/or possession of a designated level of technical skill or knowledge in a specific technical area(s). Requires the ability to stay current with developments and trends in areas of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.

Contributing	Journey	Advanced
1. Fundamental knowledge of the principles of library and information science. Knowledge of general library standards, procedures, techniques, systems, working manuals, and reference sources.	1.Comprehensive knowledge in a specialized area.	1. Proficiency in a subject area or specialized area.
2. Fundamental knowledge of current systems, technologies and procedures used in the provision of information services; concepts of fair use, copyright law, state and federal public records law, and intellectual property rights.	2. Comprehensive knowledge of current systems, technologies, and procedures used in the provision of information services; concepts of fair use, copyright law, state and federal public records law, and intellectual property rights.	2. Proficient knowledge of concepts of fair use, intellectual property rights, copyright law, state and federal public records law, publishing patterns and trends (nationally and internationally), and scholarly communication trends.
3. Fundamental knowledge of multiple, complex sets of standards, policies and procedures. Interprets multiple, complex sets of standards, policies and procedures.	3. Comprehensive knowledge of and ability to interpret multiple, complex sets of standards, policies and procedures; applies knowledge to extrapolate from existing guidelines to specific situations.	3. Interprets and applies this knowledge to standards, policies and procedures in new or unique situations.
4. Continual learning of new technologies and processes related to a specialized area.	4. Understands and applies new processes and technologies related to a specialized area.	
5. Recognizes specialized vocabularies, technical terminologies, bibliographies, complex databases, indices, and other navigational tools in a variety of formats and languages.	5. Comprehensive knowledge of specialized vocabularies, technical terminologies, bibliographies, complex databases, indices, and other navigational tools in a variety of formats and languages.	5. Interprets and explains specialized vocabularies, technical terminologies, bibliographies, complex databases, indices, and other navigational tools in a variety of formats and languages.

6. Fluency in foreign language(s) or technical terminology.		

Fundamental = basic, working knowledge; Comprehensive = thorough knowledge; Proficient = subject matter expert

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Client/Patron Services

Develops and maintains strong relationships with clients (those for whom formal professional services are rendered) or patrons (students, faculty, staff, scholars, researchers and the general population) by listening to the client/patron and understanding and responding to identified needs. Collects information, investigates and directs client/patron to a source for help or information.

Contributing	Journey	Advanced
1. Assists patrons by providing customized information and resources using specific knowledge in area of specialization. Assists patrons in solving varied, complex, and non-routine problems in using technology, resources and facilities.		
2. Collects information; conducts routine searches. Selects among a large and complex variety of resources. Uses complex search strategies to obtain results.	2. Conducts non-routine searches. Selects among a large and complex variety of resources. Develops search strategies using specialized thesauri, highly specialized vocabularies, complex databases, and other navigational tools in a variety of formats and languages. Collects information to assist in developing customized programs of information services and support for groups of patrons.	2. Conducts searches using complex and original search strategies including specialized thesauri, highly specialized vocabularies, complex databases, and other navigational tools in a variety of formats and languages.
3. Consults with academic departments, schools, and other organizations. Conducts surveys of existing records/database systems and proposes new and improved systems.	3. Advises and consults with academic departments, schools, and other organizations. Assesses the flow of information and the information needs of patrons and works on teams to develop databases and web tools.	

Data/Information/Records Administration

Monitors and develops data collection policies and procedures, implements and administers programs and systems for the management of information/records/data. Analyzes and interprets printed and electronic information. Reviews, compiles, analyze and prepare reports.

Contributing	Journey	Advanced
1. Analyzes and interprets basic information contained in online systems.	1. Analyzes and interprets complex information contained in online systems.	1. Analyzes and interprets complex information contained in online systems. Conceptualizes and executes data searches using alternative strategies.
2. Appraises, arranges, and describes records and documents to promote access to the collection. Provides detailed reference services.	2. Contributes to records and document policy decisions.	2. Evaluates and implements practices and technology to enhance management and access to the collections.
3. Appraises, arranges, and describes records and documents transferred to archival custody, including the production of finding aids (collection inventories or descriptions) to promote access to the collection. Provides detailed reference services.	3. Appraises, arranges, describes and references records and documents transferred to archival custody, including the production of finding aids (collection inventories or descriptions) to promote access to the collection at a higher level or in a specialty area. Provides specialized reference services.	3. Leads staff in appraising, arranging, describing and referencing records and documents transferred to archival custody, including the production of finding aids (collection inventories or descriptions) to promote access to the collection.

4. Maintains records and databases within the organization; oversees public access to the databases; recommends related guidelines and policies.	4. Creates and edits complex data/records in information systems and databases; evaluates and recommend corrections/enhancements.	4. Monitors the maintenance of records and databases; monitors for quality assurance and data integrity; oversees access to the databases; recommends guidelines and policies. Independently identifies problems or obstacles, selects among a variety of resources for guidance, identifies alternative solutions, and resolves problems.
N/A	5. Manipulates materials from one specified format to another without clearly defined procedures, requiring interpretation and additional independent research into acceptable practices and ensuring accuracy and validity of data.	5. Assists in development of standards and best practices.
6. Evaluates and implements new technologies and processes.		

Instruction

Instructs and trains employees, students, faculty and/or other clients/patrons by providing information, including appropriate procedures, practice and/or the operation of equipment. Instruction is conducted in information literacy or other specialty/functional area.

Contributing	Journey	Advanced
1. Provides instruction or consultation to individuals. May assist in providing group instruction.	1. Provides instruction or consultation to groups.	1. Provides instruction or consultation in a foreign language.
2. Presents existing written instructional information.	2. Revises and edits existing instructional information.	2. Designs instructional materials.

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Communication (Presentations, Oral, and Written)

Provides information to individuals or groups; delivers presentations suited to the characteristics and needs of the audience. Conveys information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Listens and responds appropriately to others. Transactions are usually conducted in a functional or specialty area, which may require subject knowledge or fluency in foreign language.

Contributing	Journey	Advanced
1. Presents ideas in a clear, concise, organized manner.	1. Explains and interprets programs, policies and procedures to meet the specific needs of clients/patrons. Communicates information related to overall library operations.	1. Interprets guidelines, answers inquiries and advises others regarding processes, services, and operations as applied to non-standard situations. Communicates expectations to other employees, which may include formal/informal training.
2. Communicates about services, processes, and procedures to internal and external audiences.	2. Responds to requests/issues that deviate from standard operating procedures. Responds to requests for program and procedural information. Contacts service recipients to provide or obtain information.	2. Applies knowledge of programs, policies, and procedures to interpret and communicate information to meet the needs of non-standard situations.
3. Demonstrates the ability to work with confidential and sensitive information.		

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Planning and Organizing Work/Supervision

Develops plans to accomplish work operations and objectives. Schedules and assigns work to use resources efficiently. Observes and assesses work, provides feedback, administers and ensures compliance with human resources policies and procedures.

Contributing	Journey	Advanced
1. Recommends work procedures in a changing environment of new technologies. Makes guideline/policy recommendations.	1. Evaluates, identifies, and develops new work objectives and methods.	1. May participate in long term strategic planning.
2. Plans and monitors the use of financial or other resources to meet departmental objectives and compliance.	2. Prepares basic budget documents and reports.	
3. May participate in recruiting and hiring staff. Monitors, reviews and evaluates work of staff.		
4. Provides on the job training.	4. Plans and coordinates on-the-job training.	4. Determines training needs and ensures employees have tools and resources needed.
5. Identifies and recommends alternative solutions.	5. Independently identifies alternative solutions and resolves problems within appropriate guidelines.	5. Consistently resolves problems independently.

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Recommended Minimum Training Guideline:
Graduation from a four-year college or university and one year of experience in a library or archives and/or records management; or high school and five years of experience in a library or archives and/or records management; or equivalent combination of training and experience.

Degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.