

University Library Technician COMPETENCY PROFILE

Description of Work:

Positions in this banded class are characterized by the performance of a variety of duties in the field of information science and knowledge management, typically provided in a library setting. In a university, a library serves as the primary information source for an academic/research department or professional school. Library functions include but are not limited to circulation, cataloging, shelving, patron support services (including research, hardware and software support and training), collection development, acquisition, and conservation and restoration. Positions require the application of standards, policies, and procedures. Positions communicate with a wide variety of patrons (students, faculty, staff, researchers, vendors, staff in other libraries worldwide, and the general public). Duties performed may include the creation of records for information management, storage, and retrieval; the application of basic research, strategies to retrieve information and answer queries; the retrieval of materials and/or resources to support operations and services; basic evaluation, organization, preparation, and/or maintenance of collections; and the provision of general reference and access services for the user groups. Positions require attention to detail and the effective use of systems and current technologies. Positions may require specialized knowledge in a discipline, field, or subject area. Work may include training, supervision, facilities management, or safety/security.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions in this role provide basic information services to patrons - circulation and routine reference transactions. They work with the physical and digital collections (books, journals, papers, etc.) in basic preparation, organization, and maintenance under close supervision. Positions in this role, following established departmental procedures, contribute to the acquisition, control and organization of resources by finding, interpreting, and connecting relevant pieces of information in order to edit and update records in highly networked environments. Work requires familiarity with technology for the purpose of organizing and retrieving information. Works independently within applicable policies and procedures. Positions may coach and train peers and/or students.</p>	<p>Positions in this role provide information services to patrons – circulation and basic content-based reference services. They work with the physical and digital collections (books, journals, papers, etc.) in preparation, evaluation, organization, and maintenance. The work includes acquisition, control, and organization of information resources by finding, interpreting, and connecting relevant pieces of information in order to create, add, edit, and update records in highly networked environments. Positions in this role may serve as a front-line contact with suppliers, vendors, or other agencies to procure information resources or other materials. Work requires familiarity with technology for the purpose of organizing and retrieving information in a fast paced, high volume, demanding work environment. Work requires independent judgment and decision making within general guidelines. Positions may train and coordinate the work of others.</p>	<p>Positions in this role independently provide information services to patrons including resolution of clients' problems and provision of basic content-based reference services. With limited supervision, positions work with physical and digital collections (books, journals, papers, etc.) including preparation, organization, evaluation, and maintenance. The work includes acquisition, control, and organization of information resources by finding, interpreting, and connecting relevant pieces of information in order to create, add, edit, and update records in highly networked environments. Positions serve as the primary contact with suppliers, vendors, or other agencies to procure information resources or other materials including problem resolution. Work requires expertise with technology for the purpose of organizing and retrieving information in a fast paced, high volume, demanding work environment. Work requires independence of action and ability to make exceptions to standard policies. Positions may train and coordinate the work of others.</p>

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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) and 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 Management	Utilizes appropriate data collection policy and procedures, filing systems, data management systems, and programs. Compiles, assimilates, organizes, and stores printed and electronic information. Reviews, compiles and may analyze information to 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.
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.
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.

Note: Each of these competencies may require different skill sets - patron services, research or reference, acquisition, preservation, cataloging or description, preparation of finding aids and guides, writing and editing, records access, retention, and disposition.

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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) and 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. Basic knowledge of general library standards, procedures, techniques, systems, working manuals, and reference sources. Knowledge of the work unit.	1. General knowledge of applicable functional areas in relation to overall operation of library.	1. Specialized knowledge in a related area, such as, materials preservation and conservation or bibliographic management software. Familiarity with operational areas and understanding of inter-relationships.
2. Basic knowledge and adherence to the principles of library and information science.	2. Understands the principles of library and information science. Applies knowledge of general support activities and/or archival operations. May apply knowledge of specialized subject area, project management, and/or supervision.	2. Applies the principles of library and information science. Applies knowledge of specialized program area and/or management of people, resources, and programs.
3. Uses library applications (internal and external) in a networked environment to retrieve information.	3. Uses and demonstrates understanding of library applications (internal and external) in a networked environment to retrieve information.	3. Comprehensive use of multiple/complex library applications (internal and external) in a networked environment to retrieve information.
4. General knowledge of and adherence to university policies, procedures, and operations.	4. Applies university policies, procedures, and operations.	4. Interprets and enforces university policies, procedures, and operations. May have delegated authority to deviate from library policies, procedures, and operations.
5. Sight recognition of applicable foreign language or technical terminology.	5. Fluency in foreign language or sight recognition in multiple languages or technical terminology.	5. Fluency in multiple foreign languages or technical terminology.

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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.

Contributing	Journey	Advanced
1. Answers basic/directional questions and assesses patron needs. Communicates general information to patrons.	1. Prepares and communicates routine information about assigned functional area. Handles limited number of non-routine requests.	1. Prepares and communicates customized information using specific knowledge of area of specialization.
2. Assists clients/patrons in basic use of technology, resources and facilities.	2. Assists patrons in solving problems in using technology, resources and facilities; may assist in a specialized area.	2. Assists patrons in solving varied, complex, and non-routine problems in using technology, resources and facilities. May assist in creating student projects.
3. Demonstrates or explains how to obtain requested information if it is not readily available.	3. Directs/assist clients/patrons in how to obtain a variety of requested information.	3. Directs/assist clients/patrons in obtaining a variety of requested information in a specialized area(s).
4. Uses standard online search strategies; most searching is for requested items.	4. Uses sophisticated online search strategies for limited subject matter. Negotiates basic search strategies.	4. Uses analysis and complex online search strategies to obtain results.

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Data/Information/Records Management

Utilizes appropriate data collection policy and procedures, filing systems, data management systems, and programs. Compiles, assimilates, organizes, and stores printed and electronic information. Reviews, compiles and may analyze information to prepare reports.

Contributing	Journey	Advanced
1. Locates basic informational data housed in a centralized library system.	1. Creates basic reports using informational data.	1. Compiles in-depth reports that have distinguishing parameters. Analyzes information, which may effect possible changes in library functionality.
2. Identifies problems or obstacles and consult with higher level employees for resolution.	2. Identifies problems or obstacles, selects among a limited variety of resources for guidance, identifies alternative solutions, and refers more complicated problems to a higher level.	2. Identifies problems or obstacles, selects among a variety of resources for guidance, identifies alternative solutions, and resolves a range of problems independently.
3. Transfers materials from one specified format to another using established technique.	3. Ensures quality control by reviewing formatted materials for accuracy and completeness.	3. Manipulates materials from one specified format to another without defined procedures requiring interpretation and additional independent research into acceptable practices.
4. Uses established filing and data systems, functions, and/or procedures. Reviews data and information for completeness and accuracy using standard library guidelines.	4. Records, compiles, and summarizes data using established format. Compiles and organizes library information from different sources to develop reports and data.	4. Reconfigures and redesigns library data for management reports form different internal and external sources. Applies an understanding of the information in order to extrapolate key data elements.

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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.

Contributing	Journey	Advanced
1. May lead or provide instruction on general library standards, procedures, techniques, systems, working manuals, and reference sources.	1. May lead or provide instruction on functional areas within overall library operation.	1. Provides in-depth instruction in a functional area. Identifies, develops, and modifies to meet needs of various audiences.
2. Listens and responds appropriately to routine questions about services offered. Proactively provides assistance to patrons.	2. Listens and responds appropriately to non-routine inquiries about services offered, supplementary resources, or other relevant information.	
3. Provides one on one coaching and/or written instructional information to patrons.	3. Develops basic instructional materials/finding aids that effectively communicate library technical terminology so it can easily be understood. Materials are often used as resources by other employees.	3. May provide technical support to librarians.

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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.

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 information to clients/patron about services, processes, and procedures using prescribed or established guidelines.	2. Responds to requests/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals, or other staff. 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 specific needs of patrons. Demonstrates the ability to work with confidential and sensitive information.
3. Refers non-routine questions to appropriate staff.	3. Recommends service changes to meet patron needs by identifying issues and trends.	3. Resolves non-routine patron inquiries referred by other staff.

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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. Coordinates tasks and establishes priorities in response to work flow.	1. Plans and facilitates the activities of the library unit. Coordinates with others to complete tasks.	1. Facilitates flow of work throughout a dynamic work unit. Coordinates and directs the library activities. May develop new processes or procedures.
2. Directs, assesses, and trains student workers; may recruit.	2. Directs, assesses, trains, and recruits student workers in one or more functional area(s). May serve on search committees for other employees.	2. Supervises staff and student workers in applying operational policies and procedures. Oversees student budgets and may serve on search committees for other employees.
3. NA	3. Evaluates and assesses workflow and staffing resources.	3. Recommends changes to work flow processes and staffing levels.

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Recommended Minimum Training Guideline:

Completion of high school and two years experience in office support, preferably as a library technician in a library.

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.