



SEIU CLASS SPECIFICATIONS

CLASSIFICATION Library Support **GRADE** 4 **DATE ISSUED** 28 February 2007

Meets requirements for previous level(s), plus these additional specifications:

FUNCTION

- in a complex technical environment, either lead a functional work team(s) consisting of other SEIU and hourly paid staff by initiating, coordinating, prioritizing, planning and directing the work of the team(s) within the unit, or provide a unique or highly specialized service to the University
- under minimal supervision, prioritize own work and, where applicable, that of their team or unit
- regularly solve problems and make decisions based on Library procedures, and their expertise and experience
- problems and recommendations beyond their expertise or jurisdiction are referred to their manager or University Librarian
- detailed assignments are handled with occasional reference to the manager
- the utmost accuracy, discretion, initiative and judgment are required

LEVEL OF FORMAL EDUCATION

- specialized training and/or certification may be required for the position, e.g., Library Technician Diploma
- University degree required, or significant directly related training and experience

EXPERIENCE

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SKILLS AND ABILITIES

- thorough understanding of the functions of an academic library and the library's mission statement
- proficiency in operating and repairing standard library equipment (e.g., card readers and microfilm readers and printers)
- ability to solve complex problems and client relationships using tact and highly developed interpersonal skills
- ability to self-educate on the use and maintenance of a wide range of new equipment
- ability to develop internal training materials and provide training to others in the unit
- knowledge of complex multi-level computer systems
- ability to grasp new concepts and software

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

- provide specialized information on the status of accounts, services or activities, interpret policies and procedures requiring an in-depth knowledge of university and library policies
- may coordinate all facets of complex and comprehensive systems for two or more library units involving the coordination of various assignments, projects or services
- anticipate replacement and upgrade requirements of existing library equipment
- analyze and make yearly projections on expenditures and electronic supplies

- monitor, reconcile and analyze the budget for highly specialized accounts
- liaise with other university departments/staff to obtain required services
- may maintain the library web page
- coordinate the maintenance, safety and repair of the building
- responsible for the repair and maintenance of standard library equipment (e.g., card readers, microfilm readers, desk top computers and printers)
- responsible for dealing with problematic library patrons and may refer problem to the manager if cannot be dealt with at this level
- may provide technical expertise and support for library events and meetings
- diagnose and provide corrective maintenance to complex equipment
- perform other duties as required

INITIATIVE AND INDEPENDENCE OF ACTION

- under minimal direction, exercise initiative and decision making in the interpretation of policies and procedures and may recommend and implement procedures, guidelines and priorities of the unit(s)
- provide a unique or highly specialized service to the University
- employees prioritize their own work and of the work of their unit(s), make recommendations within their jurisdiction; regularly solve problems and make decisions based on their own expertise and experience; and take unique problems to their manager
- plan and carry out details of procedures and methods to attain definite objectives

IMPACT OF ERRORS

- may cause substantial delays in a phase of work
- may cause identifiable deterioration in business, public, student, or employee relations
- may cause serious results through late delivery, material shortage, service breakdowns, or inadequate planning for key assignments

WORKING WITH OTHERS

- may serve on university committees or represent the university on external committees
- require judgment and tact in order to obtain cooperation and approval of action
- may have contacts of considerable importance, e.g., Physical Plant, external University staff in similar positions, members of internal and external committees, publishers, vendors, manufacturers, government and business representatives