

# Classification and Qualification



# STANDARDS

The California State University System

## Library Assistant Series

Class Title	Class Code	Track Class	Date Established	Date Revised	Occupational Index
Library Assistant Trainee	2904	N/A	09-01-91	N/A	M-2
Library Assistant I	2906	N/A	07-01-62	09-01-91	M-2
Library Assistant II	2905	N/A	07-01-62	09-01-91	M-2
Library Assistant III	2907	N/A	04-01-72	09-01-91	M-2
Library Assistant IV	2908	N/A	09-01-91	N/A	M-2
Lead Library Assistant II	2895	N/A	04-01-72	09-01-91	M-2
Lead Library Assistant III	2896	N/A	04-01-72	09-01-91	M-2
Lead Library Assistant IV	2891	N/A	04-01-72	09-01-91	M-2

### INTRODUCTION

The Library Assistant Series includes positions that provide technical and paraprofessional support to librarians and library users at a level consistent with assigned duties and responsibilities. This series is not intended for the use of positions that are performing assignments predominately clerical in nature.

Clerical positions assigned to support a campus library will not be reclassified into the Library Assistant Series unless the majority of assignments – more than 50 percent – are technical and paraprofessional.

The position of library supervisor, which is assigned to the Management Personnel Plan, is intended for persons who are not librarians and who meet HEERA criteria as supervisors of library assistants, clerical assistants, student assistants, and other support personnel. They report to a senior-level administrator and function as administrative supervisor of a significant segment of library operations. A library supervisor will supervise a group of represented personnel.

In order to qualify for a lead designation, employees classified as library assistant II, III, or IV must be responsible for directing the work of a group of employees who are classified at the same level or below their own level, not including student assistants. Library assistants I, while they may schedule and train student assistants, do not meet lead position criteria.

Establishment of a trainee classification is at the discretion of the campus. A library may choose to develop or not develop a training program based on its own regional labor market and the needs of the library.

## **SERIES DEFINITION:**

Library assistants provide technical and paraprofessional support to librarians and library users by acquiring, processing, maintaining, searching, retrieving, preserving and/or conserving library materials, as well as providing a variety of information services to library users. Library assistants perform duties of varying levels of complexity in processing library materials and in providing information and other public services. Some positions may be assigned lead responsibility to act as a liaison between a librarian or a HEERA designated supervisor or manager and employees performing those duties.

Library materials include, but are not limited to: books, journals, microforms, audiovisual materials, computer software, and graphic materials. Knowledge of commonly accepted library principles, procedures, and practice are required of all but trainees.

The Library Assistant Series consists of four working levels and a trainee level. Each level is progressively more responsible than the previous level, with increasing complexity of work. Assignment to a particular classification is based on criteria known as the "allocation factors." The allocation factors are:

1. nature and variety of the work;
2. amount of original thinking required;
3. nature and scope of authority;
4. level of responsibility assigned;
5. nature and availability of guidelines which control decisions; and
6. range of contact with others required to carry out responsibilities.

Library assistants work as technicians and paraprofessionals in all units of a library. Assignments may include staffing the circulation desk or the reserve desk; supporting a special collection; assisting with the care and preservation of valuable and rare materials; maintaining one or more databases; cataloging serials, monographs, government publications, and books; coordinating the loan of library materials from other sources; entering and retrieving data from automated systems; and aiding a wide variety of library users. Experienced incumbents at all levels, except trainees, typically work with minimal supervision and establish their own priorities, due to the nature of the work performed.

NOTE: The duties described in this classification standard are examples only; they are not necessarily descriptive of any one position. Individual positions may be assigned responsibility for other duties within the scope of this classification series.

## **DEFINITION OF CLASS LEVELS:**

### **Library Assistant Trainee**

The trainee level is the opportunity for the incumbent to acquire the skills and knowledge of a library assistant I in the course of a formal training program. The training program is developed at each campus and includes pre-established learning objectives and a means of determining whether or not the trainee has achieved these objectives in order to complete the training program.

Library assistant training programs last for no fewer than three and no more than eleven months. Permanent status cannot be earned at the trainee level.

### **Library Assistant I**

This is the first level in the series. Incumbents in both public and technical services perform tasks requiring a working knowledge of library procedures and policies as they relate to the work assignment. A working knowledge of department and library activities, policies, and procedures is necessary. Incumbents perform work that is routine and repetitive in nature. Tasks are well defined. In most cases, problems and their causes are easily identified. More experienced incumbents may be able to identify the causes of unusual problems. In general, problems will be solved by applying past experiences in handling similar issues with slightly different data. Guidelines are clear, well-defined, and applicable to the tasks assigned. Some employees may exercise personal judgment in interpreting them.

Work at this level requires the employee to choose the appropriate method from a limited number of options. Incumbents are not expected to develop new methods or procedures. More experienced employees may provide some input into the development of new or improved procedures or practices. The library assistant I is expected to be able to provide information to the library user that requires a working knowledge of library operations or to refer inquiries to an appropriate resource person and to use library computer systems as resources. Incumbents may schedule the work of and train student assistants and clerical employees, but they may not be classified in a lead capacity. The majority of assignments (more than 50 percent) are at this level.

### **Library Assistant II**

This is the second level in the series. Incumbents in both public and technical services are expected to have a general knowledge of library procedures and policies as they relate to several broad functions of a subunit or an entire unit of the library. A general knowledge of department and library activities, policies, and procedures is necessary. Incumbents perform work that is standardized in content and which involves the application of established practices. They may be expected to make decisions about routine matters and use some judgment regarding the application of general instructions. Identifying problems may require investigation. Past experience may not always be applicable. Time and research to identify alternatives may be required. Existing guidelines, while clear and well-defined, may not always be applicable and some judgment may be required to explain them. Independent judgment is required when weighing alternatives, deciding between conflicting guidelines, or prioritizing work tasks. In general, employees will choose their own method of completing a job assignment from among a number of options previously provided by a supervisor. Incumbents may suggest ways to improve current procedures and methods. The library assistant II is able to provide a higher level of information to library users, to use library computer systems as resources, and to render assistance in many instances without referring the inquiry to another person. Employees often provide advice and direction to student assistants and others. Guidance and direction of the work of student assistants or employees classified at the same or a lower level, in a lead capacity, begins at this level. The majority of assignments (more than 50 percent) are at this level.

### **Library Assistant III**

This is the third level in the series. Incumbents in both public and technical services perform duties requiring a thorough knowledge and understanding of the library's collection, classification scheme, catalog, and computer applications, as well as the activities, policies, and procedures of the unit(s) to which they are assigned. An understanding of how the activities of the assigned unit fit into the overall activities of the library is also required. Work assignments are complex and varied, often outside the scope of standard practices and established guidelines. In areas that are not covered by a written policy and procedure, independent judgment in making decisions is expected. A larger proportion of problems encountered are difficult, requiring extensive investigation to determine their cause. Unprecedented problems or ambiguous guidelines require resolution through research and consultation with librarians or other staff members. Incumbents are given substantial independence in carrying out assignments, exercising initiative and judgment as appropriate. They must be resourceful in resolving problems and discrepancies, doing research, developing and improving procedures, preparing materials for library users, and using and coordinating library computer systems as resources or assisting others to effectively utilize library computer systems. The incumbent may serve as a resource person, providing information to deans, department heads, and directors, as well as other library users. The library assistant frequently provides advice and direction to students and student assistants and may provide input to the department budget process. The incumbent may schedule the work of student assistants and, in the lead capacity, guide and direct the work of employees at the same or lower level. The majority of assignments (more than 50 percent) are at this level.

### **Library Assistant IV**

This is the fourth level in the series. Incumbents in both public and technical services perform the most challenging, exceptional, or complex assignments in one or more area(s) of the library. Some incumbents may work in the capacity of a special assistant to a librarian, performing work which does not require the level of education and training of a librarian, but does require an advanced level of competency. Work assignments require a comprehensive knowledge and understanding of the library, its collection, classification scheme, catalog, and computer systems, as well as how the activities of each of the various units fit into the overall mission of the library. Incumbents act independently in their area of responsibility. They provide high level support and assistance to librarians or administrators in formulating, developing, and modifying library policies and procedures; participate in planning for accomplishment of future objectives; are involved in the implementation and improvement of library computer systems or other systems; and make recommendations to administration regarding the allocation of resources, space allocation, major budgetary expenditures, etc. An incumbent often serves as a resource person or expert in his or her area of responsibility for other staff and library users. Examples include knowledge of a particular area of academic investigation or expertise in highly specialized computer applications. Identifying and solving problems may entail lengthy, time-consuming investigations and require the ability to resolve differences among the parties. When guidelines are absent or problems without precedent, the incumbent is required to use initiative and judgment. The library assistant IV may represent the library by making presentations to user groups regarding the use of and access to the library's resources. The majority of assignments (more than 50 percent) are at the most advanced level.

### **Lead Library Assistant Positions**

(In addition to the responsibilities, knowledge, abilities, education, and experience listed under the corresponding library assistant level.)

Incumbents classified at or above the level of library assistant II may be appointed to lead responsibilities in addition to their regular assignments. When performing lead responsibilities, incumbents shall act as the liaison between a librarian or HEERA designated supervisor or manager and a small group of full-time employees or their full-time equivalent, not including student assistants; lead and motivate the group of employees under their direction; solve work problems, adjust priorities, and make necessary changes in duties and methods; anticipate potential problems and needs of employees; communicate major issues to the supervisor or manager for resolution; and assist the supervisor or manager in personnel-related issues.

## **MINIMUM QUALIFICATIONS:**

### **ALL LEVELS**

#### **Knowledge and Ability**

Ability to: work accurately with attention to detail; use discretion in applying rules, regulations, and procedures; communicate effectively using standard English; work cooperatively with others; use a typewriter and/or a wordprocessor; read and write English at a level appropriate to the position.

#### **Library Assistant Trainee**

General knowledge of English, arithmetic, general office methods, procedures, and practices.

#### **Library Assistant I**

(In addition to knowledge and ability listed above.)

Working knowledge of library terminology, general bibliographic forms and structures, library computer applications.

Ability to: apply rules in accordance with policy, regulations and procedures under varying circumstances; provide standard information on library policies and procedures to library users.

#### **Library Assistant II**

(In addition to knowledge and ability listed above.)

Working knowledge of the activities, policies, and procedures of the area to which the position is assigned and how that area interacts with other parts of the library.

General knowledge of computer applications in the library; the academic library setting; the library's collection; the system under which library materials are classified; and the catalog.

Ability to: work independently using relevant knowledge to determine the best course of action; interpret, modify, and verify library records within established rules and procedures; understand and operate library computer systems and use the resulting output; understand and interpret library rules and bibliographic standards and apply them with accuracy; and perform a number of duties and administrative tasks.

#### **Library Assistant III**

(In addition to knowledge and ability listed above.)

Thorough knowledge of the library's collection, classification scheme, and catalog; computer applications in the library; the activities, policies, and procedures of the area to which the position is assigned; the way in which that area interacts with the other parts of the library and the library interacts with the university.

Ability to: coordinate administrative aspects of a particular library function; implement policy and procedures; establish work procedures, prioritize tasks, and modify procedures in the light of experience; resolve problems and perform duties even in situations in which policy is general and guidelines are inadequate; apply independent judgment within the framework of established library policies; demonstrate initiative and resourcefulness in resolving problems; write explanatory materials for library users; assist in the implementation of library computer systems.

**Library Assistant IV**

(In addition to knowledge and ability listed above.)

Thorough knowledge of the fundamentals and practices of library services (acquisitions, bibliographic control, information services, conservation and/or preservation of library materials, etc.).

Comprehensive knowledge of the activities, policies, and procedures of the area to which the position is assigned; the way in which that area interacts with the rest of the library and the library interacts with the university; computer applications in the library.

Ability to analyze and evaluate applicable rules, guidelines, and precedents and use initiative in applying them in specific instances; work with librarians in a consultative manner on a variety of issues; provide support and assistance to librarians and/or administrators; recommend policy, procedural, and operational changes in the area of responsibility; participate in planning; formulate goals and allocate resources to meet those goals; make decisions and serve as a resource person within the area of competence.

**Lead Library Assistant**

(In addition to the knowledge and abilities listed under the assigned library assistant classification:)

Ability to: act as the liaison between a librarian or HEERA designated supervisor or manager and a group of full-time employees or their equivalent; lead a group of employees; solve work problems, adjust priorities, and make necessary changes in duties and methods; anticipate potential problems and the needs of employees; communicate major issues to the supervisor or manager for resolution; assist the supervisor or manager in personnel issues.

**Education and Experience:**

Experience requirement is equivalent to the stated number of years of progressively responsible library experience in one or more of the tasks listed in the series definition above.

Education requirement is equivalent to the stated number of years of education or units of postsecondary education.

Any combination of education and experience that provides the required knowledge and abilities may be substituted.

<b>Title</b>	<b>Experience</b>	<b>Education</b> (Semester Units)
<b>Library Assistant Trainee</b>	1 year of general office or library experience	No minimum requirement
<b>Library Assistant I</b>	3 years library clerical assistant experience	No minimum requirement
	2 years library clerical assistant experience	2 years/60 units
	1 year library clerical assistant experience	4 years/120 units
	Completion of trainee program	No minimum requirement
<b>Library Assistant II</b>	3 years Library Assistant I	No minimum requirement
	2 years Library Assistant I	2 years/60 units
	1 year Library Assistant I	4 years/120 units
<b>Library Assistant III</b>	4 years library Assistant	No minimum requirement
	3 years Library Assistant	2 years/60 units
	2 years Library Assistant	4 years/120 units
<b>Library Assistant IV</b>	5 years Library Assistant	No minimum requirement
	4 years Library Assistant	2 years/60 units
	3 years Library Assistant	4 years/120 units

**Library Assistant Trainee**  
**Work Week Group:** IN  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic

**Library Assistant IV**  
**Work Week Group:** IN  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic

**Library Assistant I**  
**Work Week Group:** IN  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic

**Lead Library Assistant II**  
**Work Week Group:** IN  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic

**Library Assistant II**  
**Work Week Group:** IN  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic

**Lead Library Assistant III**  
**Work Week Group:** IN  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic

**Library Assistant III**  
**Work Week Group:** IN  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic

**Lead Library Assistant IV**  
**Work Week Group:** IN  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic