

APPROVED

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Department of Personnel
Administration

MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

CLASSIFICATION SPECIFICATION

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I. LIBRARY ASSISTANT SERIES, HIGHER EDUCATION:

Library Assistant I, Higher Education
Library Assistant II, Higher Education
Library Assistant III, Higher Education

II. SUMMARY OF SERIES:

Incumbents of positions in this series charge, renew and discharge library books and materials; aid library users in locating and using materials; monitor the borrowing of materials; verify the proper location of books and materials; and perform related work as required.

The basic purpose of this work is to aid in the maintenance, preparation, distribution and lending of library books and other materials at a state institution of higher education.

III. ORGANIZATIONAL LEVELS:

Library Assistant I, Higher Education is the entry-level paraprofessional job in this series.

Library Assistant II, Higher Education is the first-level supervisory job in this series.

Library Assistant III, Higher Education is the second-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Charges, renews and discharges library materials being borrowed using manual, mechanized or automated systems to record the disposition of library materials.
2. Aids library users by responding to inquiries and providing information concerning materials that best match users' interests and needs, library rules and procedures and library facilities; suggests and explains the proper methods of locating and using materials to facilitate patrons' use of the library.
3. Conducts searches of materials to determine which are in print, on order or in stock before ordering; and updates various records, files, etc. to reflect such findings.

4. Monitors the borrowing of library materials by determining the eligibility of borrowers and by contacting library users for the return of books and materials; sends out overdue notices and records the payment of fines.
5. Performs inventory control functions including filling out purchase orders and checking invoices for accuracy and completeness.
6. Verifies proper location of books and other library materials by searching the library for misplaced items; by retrieving books as requested; and by placing books and other library materials in their proper location to facilitate use and accountability of library materials.
7. Performs related duties such as operating typewriter with library keyboard; typing various reports; operating photostatic copies, adding machines, calculators, microfilm readers, microfiche readers and reader printers; locating and filing materials; verifying receipt of serials; enforcing library rules; packaging books and materials for shipping; inspecting library premises; processing mail, etc.

Based on assignment incumbents of positions also:

1. Schedule or log the use of audio-visual and/or other equipment.
2. Assist and instruct users in the operation of microfilm/microfiche readers, reader printers and/or other equipment.
3. Proofread computer and catalogue cards for accuracy.
4. Repair books and other library materials to prolong their useful life.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Library Assistant II, Higher Education:

Incumbents of positions at this level and higher also:

1. Catalogue and classify books, periodicals and documents according to standard library practices and procedures.
2. Perform bibliographic searches for faculty use and for other purposes.
3. Search and update On-Line Computer Library Center (OCLC) library references files to correct entries or to establish new entries.
4. Determine shelving arrangements for library materials and supervise shelving of books and periodicals.
5. Determine whether library books and materials are in need of binding; or repair; repair materials; bind or prepare books for binding.

6. Prepare work schedules of work study students, part-time workers and other subordinates; maintain weekly timesheets.
7. Provide on-the-job training to new staff, student workers and subordinates.
8. Arrange for the purchase and order of library materials; select vendors; receive and check orders for accuracy.
9. Perform related duties such as preparing correspondence, maintaining liaison with vendors; compiling statistics for reports, etc.

Based on assignment, incumbents of positions at this level and higher may also:

1. Translate correspondence and other material from a foreign language to English.
2. Assume responsibility for operation of library facility in absence of supervisor.

Library Assistant III, Higher Education:

Incumbents of positions at this level also:

1. Provide instruction in the methods of library research and bibliographic search to students and other users; prepare guides to conducting library research.
2. Participates in the development of library policy by considering library goals and objectives, by utilizing statistical and other information and by conferring with professional staff.
3. Determine the need for equipment, supplies, reference materials and personnel; and recommend the acquisition of such.
4. Assist in interviewing and selecting candidates for library positions; evaluate employee performance and productivity; recommend disciplinary action as necessary.
5. Attend professional meetings and training sessions as representative of the library to obtain information for the library's use and to gain knowledge of library theory and current practices.
6. Plan and prepare library exhibits and displays.

Based on assignment, incumbents of positions at this level also:

1. Arrange for inter-library loans from local consortia by locating, mailing and receiving materials; compiling statistics; and maintaining ongoing communication with participating libraries.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with college or university staff, personnel from other libraries, students, faculty and other library users.

VII. SUPERVISION RECEIVED:

Library Assistant I, Higher Education:

Incumbents of positions at this level receive close supervision from Library Assistants or other employees of higher grade who provide instruction, assign work and review performance through observation, inspection and reports for accuracy and compliance with established procedures, rules, regulations and standards.

Library Assistant II, Higher Education:

Incumbents of positions at this level receive direct supervision from Library Assistants or other employees of higher grade who provide procedural and technical guidance, assign work and review performance through inspection, reports and conferences for effectiveness and compliance with established standards, procedures, policies, rules and regulations.

Library Assistant III, Higher Education:

Incumbents of positions at this level receive general supervision from employees of higher grade who provide procedural and technical guidance, assign work and review performance through reports and conferences for effectiveness and compliance with established standards, procedures, policies, rules and regulations.

VIII. SUPERVISION EXERCISED:

Library Assistant I, Higher Education:

Incumbents of positions at this level may exercise functional supervision (i.e. over certain but not all work activities, or over all work activities on a temporary basis) over 1-5 Library Assistants, work-study students, clerical or other library personnel.

Library Assistant II, Higher Education:

Incumbents of positions at this level exercise functional supervision (i.e., over certain but not all work activities, or over all work activities on a temporary basis) over 1-5 Library Assistants, work-study students, clerical or other library personnel; and may exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 Library Assistants or other library employees.

Library Assistant III, Higher Education:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 Library Assistants and other library personnel; and may exercise indirect supervision (i.e., through an intermediate level supervisor) over 6-15 Library Assistants and/or other library personnel.

IX. WORKING CONDITIONS:

Incumbents of positions in this series work in a typical library setting; they may work in a confined area, stand for prolonged periods of time and work varied shifts, weekends or nights.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Skill in typing.
2. Ability to gather information by examining records and documents.
3. Ability to work accurately with names, numbers, codes and/or symbols.
4. Ability to assemble items of information according to established procedures.
5. Ability to communicate effectively in oral expression.
6. Ability to deal tactfully with others.
7. Ability to establish and maintain harmonious working relationships with others.
8. Ability to stand for prolonged periods of time.
9. Ability to follow oral and written instructions.
10. Ability to maintain accurate records.
11. Ability to read, write and comprehend the English language.

Additional qualifications required at hire for Library Assistant II, Higher Education and higher positions:

1. Knowledge of library reference materials and services including dictionaries, atlases, almanacs, bibliographies, catalogues, etc.
2. Knowledge of library filing system such as alphabetic, classified and chronological.
3. Knowledge of the types and uses of library equipment.
4. Skill in mending and repairing books and other library material.

5. Ability to understand and apply agency procedures and guidelines governing the purchase of supplies, materials and equipment.
6. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.
7. Ability to prepare general reports.

Based on assignment, the following additional qualification may be required at hire for Library Assistant II, Higher Education and higher positions:

1. Knowledge of a foreign language (language required varies by location).

Additional qualifications required at hire for Library Assistant III, Higher Education positions:

1. Knowledge of the methods used in performing library research and bibliographic searches.
2. Knowledge of the principles, practices and techniques of supervision.
3. Knowledge of On-Line Computer Library Center (OCLC) bibliographic system.
4. Knowledge of the methods of general report writing.
5. Ability to recognize and assess the need for equipment and personnel.
6. Ability to interview and select candidates for library positions.
7. Ability to plan and prepare reference guides, exhibits, displays and presentations.

XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the policies, procedures, specifications, standards and guidelines governing assigned unit activities.
2. Knowledge of the types and uses of agency forms.

Additional qualifications acquired on job in Library Assistant I, Higher Education positions:

1. Knowledge of the types and applications of library classification and cataloging systems.

2. Knowledge of the terminology, coding, symbols and standard abbreviations used in library work.
3. Knowledge of library reference materials and services, including dictionaries, atlases, almanacs, bibliographies, catalogues, etc.
4. Knowledge of library filing systems, such as alphabetic, classified and chronological.
5. Knowledge of the types and uses of library equipment.
6. Knowledge of the methods and techniques of preserving library materials and repairing books.
7. Skill in operating microfilm readers and reader printers.
8. Skill in operating audio-visual and video equipment.
9. Skill in operating various types of book charging machines.
10. Skill in operating office machines and equipment such as adding machines, calculators and photostatic copiers.

Additional qualifications acquired on job in Library Assistant II, Higher Education positions:

1. Knowledge of On-Line Computer Library Center (OCLC) bibliographic system.
2. Knowledge of the principles, practices and techniques of supervision.
3. Knowledge of the methods of general report writing.

Additional qualifications acquired on job in Library Assistant III, Higher Education positions:

1. Knowledge of the principles, practices and techniques of interviewing.
2. Knowledge of the format, methods and techniques used in preparing reference guides, exhibits, displays and presentations.
3. Skill in making oral presentations.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Library Assistant I, Higher Education:

None.

Library Assistant II, Higher Education:

Applicants must have at least (A) one year of full-time, or equivalent part-time paraprofessional or clerical experience as a library assistant, or (B) any combination of the required experience and the substitution below.

Substitutions:

- I. An Associate's degree or higher may be substituted for the required experience. *

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Library Assistant III, Higher Education:

Applicants must have at least (A) two years of full-time or equivalent part-time, paraprofessional experience as a library assistant and (B) of which at least one year must have been in a supervisory capacity, or (C) any equivalent combination of the required experience and the substitution below.

Substitutions:

- I. An Associate's or higher degree may be substituted for a maximum of one year of the required (A) experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

XIII. SPECIAL REQUIREMENTS:

None.

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