

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

LIBRARY SERVICES ASSISTANT
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions which perform library services program support functions. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses library services program support positions located within the University of Wisconsin (UW) System campus libraries and other state agencies. Positions allocated to this classification provide support to professional librarians and other library staff by assisting with or coordinating library activities such as acquisitions, archives, cataloging, circulation, collection development, preservation/ conservation, interlibrary loan, and reference with information recorded on paper, microfilm, digital formats, or other media. These tasks are performed while serving library patrons and other libraries throughout the state via personal contact, phone, email, text messaging and web applications. Positions allocated to this classification may oversee the schedule and performance of students, institution workers and classified staff. They may also be required to reschedule staff to meet workflow needs.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions that perform the professional librarian duties including development and management of library functions for a majority of the time, and are more appropriately classified as Librarian.
2. All positions that are more appropriately identified by other classification specifications.

3. Positions that meet the statutory definitions of supervisor and/or management in s. 111.81, (19) and (13), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.

D. Terms Used in this Specification

1. **Acquisition:** The process of acquiring books, media and other materials in print and digital formats for the library holdings. This involves locating, purchasing, tracking, billing, auditing and financial processing to acquire items. This would also include items that have been donated or given to the library by outside entities.
2. **Archives:** Specialized library services that deal with archival materials, such as manuscripts, documents, records and other material deemed worthy to be kept permanently and, as nearly as possible, in their original form.
3. **Authority Control:** The practice of creating and maintaining index terms and metadata for access to bibliographic records in a library catalog or digital collection.
4. **Bibliographic Database:** An electronic tool that allows libraries to discover and share materials through ILL. An example is WISCAT.
5. **Call Number:** The unique numbers and letters given to each item in a library used to identify and locate the item.
6. **Cataloging:** The process of making entries for a catalog of the objects, print or digital resources held in a collection, a library, or a group of libraries. The entries are cross-referenced for ease of searching using standardized terminology and metadata. May also include the processes involved in preparing a book for the shelf.
 - a. **Copy Cataloging:** The process of searching an outside source of preexisting bibliographic records, finding a record that matches an item, downloading that record, and adding local holdings information to the record or doing minimal editing to clarify the record
 - b. **Original Cataloging:** The complex process of assigning catalog information through research and analysis to describe an item that does not have existing catalog information. Can also include creating a new record by deriving it from an existing bibliographic record and modifying pertinent fields.
7. **Circulation:** The function of a library that checks books and various media and equipment (CDs, DVDs, games, laptops) in and out manually or via the automated circulation system; provides notice of and collects payment for overdue and/or lost/damaged items; labels and shelves books.
8. **Collection Development:** The process of selecting and adding books, periodicals, electronic resources and other media to, or weeding items out of, a collection owned by the library.
9. **Digitization:** The process of employing digital technologies in converting an object, image, sound, document or a signal (usually an analog signal) into a digital image or format.
10. **Electronic Resources:** Databases and digital collections which provide online access to indexing, abstracts and full-text information or digitized objects.
11. **Integrated Library Management System:** A system which provides a web interface for library collections management functions including circulation, cataloging, acquisitions, serials control, course reserves and reporting, as well as an online public access catalog. Voyager is an example.
12. **Interlibrary Loan (ILL):** The function of a library that allows the retrieval of materials held by the library for loan to or borrowing from other libraries and entities worldwide by use of automated ILL software and systems such as OCLC, WISCAT, ILLiad and/or Voyager.

13. **Metadata:** Structured information that describes, explains, locates, or otherwise makes it easier to retrieve, use or manage an information resource.
14. **Monograph:** A bibliographic resource which is complete in one part or intended to be completed within a finite number of parts.
15. **OCLC:** Online Computer Library Center, Inc., a nonprofit, membership, computerized library service and research organization dedicated to furthering public access to the world's information, reducing library costs and making library operations more efficient through economies of scale.
16. **Online Catalogs:** Various local, national and worldwide databases that provide bibliographic information relevant to the various functions of the library such as cataloging, ILL and research/reference (e.g., OCLC, the UW Voyager system, WISCAT).
17. **Preservation/Conservation:** Both preventive and remedial activities needed to keep materials useable and information accessible. These include conservation (e.g., repair, deacidification, binding), environmental monitoring and control, disaster preparedness and recovery, reformatting (e.g., microfilming, facsimile copying), preservation education, and proper handling, processing and storage practices. The part of the library where old and valuable books, historical collections, and university materials are kept under special conditions. (See also Archives.)
18. **Reference:** The help-desk function which assists patrons in finding needed information using the catalog, online resources, the reference collection and other print and electronic sources. Services can be provided in person, on the phone, or online via email or chat.
19. **Reserves:** The part of the library where items in great demand and/or material on professors' reading lists are kept for short-term check out by students.
20. **Serial:** Any publication issued in successive parts, issued at intervals, and intended to be continued indefinitely.
21. **Special Collections:** Collections which include such things as government publications, periodicals, maps and genealogical materials which generally do not circulate outside of the library.
22. **User Education:** The practice of providing library orientation, bibliographic instruction, training, library instruction or information literacy skills education to assist users in utilizing library facilities, services and resources.

E. Entrance Into and Progression Through This Series

Employees enter positions within this classification series by competition. Progression to the senior level will be by reclassification after the employee gains the expected knowledge and experience to satisfactorily perform the work independently. Progression to the advanced level may be by reclassification when the higher level work is performed successfully for the majority of the time and is assigned in a logical and gradual manner.

II. DEFINITIONS

LIBRARY SERVICES ASSISTANT

This is the entry level for positions that perform routine library services program support work. The work is performed under close progressing to limited supervision. Positions may work in one or more of the specialized areas of the library and are expected to learn to perform any of the following duties independently.

Examples of work performed:

- Perform basic copy cataloging using Library of Congress (LC) records.
- Record the receipt of current serials and periodicals.
- Assist patrons in the location of holdings and special materials, and in the use of on-line system by demonstrating how to find information.
- Identify errors, verify and provide correct bibliographic data for interlibrary loan requests and book orders.
- Process and generate daily overdue notices.
- Contact individuals to remind them of overdue status.
- Maintain search files to locate missing books, review all search records for bibliographic accuracy, notify acquisitions when books cannot be located and notify patrons of the status of a search.
- Place labels, barcodes and library identification stamps on materials and perform other activities needed to prepare them for shelving and eventual circulation.
- Prepare library materials for technical processing and cataloging, and maintain records associated with items sent for cataloging.
- Check materials in or out, maintain circulation records, shelve materials and place library materials on reserve.
- Oversee institution library, patient or inmate staff in the absence of higher level library staff.
- Solve basic procedural problems by referring to existing policies and procedures.

LIBRARY SERVICES ASSISTANT - SENIOR

This is the senior level for positions that perform the full range of library services program support work. The work at this level is performed under general supervision and employees at this classification level are given the latitude to make decisions that require significant knowledge of library operations and services. In addition to the activities performed at the lower level, employees perform any combination of the following duties.

Examples of work performed:

- Perform copy cataloging in a variety of formats and languages using records created by libraries other than LC and resolve conflicts in title forms in the selection of copy for cataloging.
- Assign LC, National Library of Medicine (NLM) or other call numbers.
- Collect, prepare and compile monthly statistics of government documents and specialized materials
- Compile, monitor and prepare public service and serial statistical reports.
- Process invoices for payment.
- Initiate and process claims for missing documents.
- Contact publishers, vendors, outside service providers and campus/agency administrative offices to resolve problems with invoices and shipments.
- Input invoices and credit information into automated systems, matching the correct order record with books as added volumes are received.
- Select and prepare materials for binding.
- Process and receive materials.
- Make recommendations to the librarian for selection of materials for the collection.
- Prepare ILL requests using electronic systems.
- Search bibliographic databases to verify interlibrary loan requests.
- Monitor circulation functions and maintain circulation processes in institution libraries.
- Assist library patrons in the use of reference materials in print and electronic format.

- Order, receive, and keep budget and collection development statistics for all types of materials purchased for the library or institution's collection.
- Train, direct, guide or oversee students, inmates, patients, volunteers and LTEs in the lower level duties of the library.
- Receive and process federal and state government paper and electronic documents including serial and periodical holdings; maintain online catalog records for these documents.

Representative Positions:

UW-Madison—Acquisitions Department, Ordering/Receiving Unit: This position creates orders for monographs in a variety of Romanized languages, processes monographic receipts and payments, and communicates with appropriate parties in the resolution of problems that arise during the ordering and receiving process.

UW-Superior—Interlibrary Loan and Public Services: This position provides services in the Interlibrary Loan area of the library. The duties of this position include verification of all interlibrary loan requests, searching library related databases, interacting with several online systems for borrowing and lending materials, compiling statistics of all requests and serving as a resource person for interlibrary loan related questions. The position also assists in Public Services and Technical Services. The position works under the general supervision of the Library Director.

UW-Whitewater—Reference & Instruction Unit: This position processes federal and state governmental documents, maintains paper and electronic records of all such documents and manages the physical condition of all such documents. The position trains and oversees student employees, provides backup to the Documents Librarian and support for the Reference and Instruction Unit for Andersen Library, and assists with staffing the Reference desk for assigned hours. This position works under the general supervision of the Reference and Instruction Coordinator.

Wisconsin Resource Center – Inmate and Staff Library: Under the general supervision of the Education Director, this position assists the librarian in providing library services for the institution. Responsibilities include assisting in the operation of the institution's library, media center, and law library; providing library services to inmates and staff such as providing references and information and processing inter-library loan requests; assisting with the expansion and management of the staff library; organizing and maintaining books and other materials for a collection; managing audiovisual resources and equipment; and participating in the planning and implementation of special initiatives. Included is the oversight of inmates assigned to work in the library.

LIBRARY SERVICES ASSISTANT - ADVANCED

This is the advanced level for positions that perform the most complex library services program support work. The work performed requires extensive knowledge and experience in library practices and procedures. These positions differ from positions classified at the lower levels based on the high degree of responsibility, accountability and independent judgment in making decisions to resolve highly complicated problems in their functional area(s), or area(s) of specialization. Positions allocated to this classification may for less than a majority of time, be responsible for the performance of tasks identified as professional library functions (such as original cataloging; reference; creation of digital files and their metadata; development of bibliographies; management and preservation of library collections in all formats and media; management and provision of user training on electronic network or web-based library programs and materials; the coordination of related outreach programs; or other library specialties). Positions at this level may also train, direct, guide and/or oversee lower level Library Services Assistants as well as students, inmates, patients, volunteers and LTEs in the more complex duties of the library such as those found at the senior level. The work is performed under general supervision.

Examples of work performed:

- Coordinate circulation and/or security of library materials, equipment, and facilities as well as facility access, in the absence of supervisory authority during evening and weekend hours.
- Provide library services support for multiple library units or functions or as the sole library services support position in a library, requiring broad in-depth knowledge of the various library functions.
- Utilize specialized expertise (e.g., East Asian, Slavic or Southeast Asian culture and language fluency, music) for a majority of the time to perform library services responsibilities and serve as a resource to others in the area of expertise.
- Serve as a government publications resource to faculty, staff, students and the public; direct the ordering, processing and disposition of government publications; provide instruction to patrons on use of on-line tools to access government publications.
- Coordinate the reserves function; assess and prioritize reserve requests, monitor materials on reserve; manage electronic reserves; monitor copyright compliance; communicate reserve policies, procedures and deadlines.
- Coordinate textbook acquisition, cataloging and rental/circulation.
- Circulate and maintain technical equipment (computers, cameras, video games and systems).
- Create brochures and other materials to promote the library, services or exhibits; develop content and maintain library web pages.
- Perform complex copy cataloging; search for matching copy; edit existing copy as necessary; integrate items into existing collections; assign classification number. May also perform some original cataloging.
- Provide acquisition services; screen and sort order requests received from selectors; search for bibliographic record or create provisional record; create provisional orders for more complex orders (serials); select vendors and create purchase orders; check titles against invoice and resolve any discrepancies.
- Receive interlibrary loan requests; verify citations and transmit request to lending libraries; interact directly with libraries internationally to obtain obscure materials; determine most efficient and cost-effective methods for obtaining materials or purchasing materials if necessary; create and revise written procedures and forms.
- Universal Borrowing – process borrowing and lending requests, process incoming and outgoing library materials; manage lost and overdue processes; produce statistics; work directly with participating institutions.
- Provide reference services for users of the archives; prepare or oversee preparation of inventories for newly acquired historical records; assist in preparing cataloging records for archival collections.
- Oversee the shelving of materials, movement of materials between locations or collections
- Function as liaison with publishers, vendors, outside service providers and campus/agency administrative offices.

Representative Positions:

Department of Public Instruction, Resources for Libraries & Lifelong Learning—ILL: This position is responsible for working with libraries in Wisconsin and nationwide to resolve complex issues with ILL requests and for training and guiding ILL staff on how to resolve issues; referring ILL requests; verifying bibliographic and location information for ILL requests; performing maintenance tasks required by the ILL system; responding to complex questions for libraries and library systems about specific requests, the process of creating or referring an ILL request or verifying a title or holding location for a needed item; providing input to supervisors and members of the ILL team on interlibrary loan work flow, procedures, software enhancements and best practices.

UW-Madison General Library System—Foreign Language Copy Cataloger: Under the administrative supervision of the Head, Central Technical Services, Original Cataloging Unit, this position is primarily responsible for training, revising, and coordinating work of student assistants cataloging materials in the Memorial Library Control Area. This position also performs copy cataloging of monographs in English, various South and Southeast Asian languages, and all foreign languages in a Romanized alphabet using Library of Congress or OCLC member-contributed copy from the OCLC database consistent with Library of Congress and OCLC policy and practice.

Wisconsin Historical Society—Voyager Acquisitions Resource: Under the general supervision of the Collection Development Coordinator/Library-Archives Acquisitions Supervisor, this position is the primary Voyager Acquisitions resource for the WHS Library, and independently resolves problems and answers questions about Voyager for permanent library staff. This includes the creation and maintenance of the Voyager records utilized for reports generated through the UW General Library System. In addition, this position supports the Library Acquisitions staff in collection development, specifically the ordering, receipt, and payment of materials to be added to the Library's general collection. The position coordinates the periodical subscription order creation and renewals process and also directs and trains students helping with subscription payments, record updates and projects to create or update Voyager records with both continuation and firm orders.

UW-Milwaukee—Access Services: This position is responsible for overseeing the UW System Borrowing (Universal Borrowing [UB]) in the UWM Libraries, UB transactions and processing, performing circulation duties, troubleshooting problems in various public service areas, providing assistance to library users, directing the second shift shelving operation and providing assistance with building security. The position works evenings and weekends under general supervision of the Assistant Director for Access Services.

UW-Madison Geography Library—Library Generalist: This is advanced support work in the Geography Library, a comprehensive library which provides a complete range of library services in the academic discipline of Geography. This position functions under the general supervision of the Director of the Geography Library and has responsibility for a variety of library operations. This position assists the Director in the development of policies, budgets and procedures. This position is responsible for overseeing the library's student staff; oversees a variety of public services, including circulation, ILL, reference and reserves; and administers a broad range of technical services, including physical maintenance of all collections, binding operations and oversight of online records. This position has responsibility for the library in the absence of the Director.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification specification was modified effective January 7, 1996 by combining the Library Services Assistant classification specification series with the Library Services Coordinator classification specification. There are no changes to the allocation patterns which were identified in the former two separate classification specifications. The effect of combining the two classes is to abolish the Library Services Coordinator class and identify that allocation of positions to the Library Services Assistant - Advanced/Lead level.

The classification specification was modified effective May 22, 2011 and announced in Bulletin OSER-0279-CLR/SC as part of the Library Services Assistant Personnel Management Survey to better describe the technology that has affected the duties performed by these positions and to remove the term “Lead” from the title of the advanced level since not all positions at the Advanced level lead other permanent positions and positions at both the Senior and Advanced levels lead students and LTE positions.

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