Library Support Assistant

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**Job Family**

**Library Services/Museum:** Develops and implements library and museum services and programs that best serve the University community. Collaborates with academic colleagues, students, and outside scholars to ensure that library and museum collections are easily accessible and support academic research and instruction. Monitors library policies to ensure compliance with federal, state, and local laws as well as University policy. Utilizes expertise in library and museum related issues as well as knowledge of current issues and trends within the library/museum community to support/contribute to the library/museum’s short- and long-range strategic plans.

**Sub Family**

**Library Support:** Staff members in this sub-family apply technical knowledge and skills in support of library services and information management.

**Job Responsibilities**

- Responds to inquiries via telephone, email, live chat, and in person that require basic knowledge of library procedures, resources, operations, and policies.
- Trains and/or directs the work of student workers.
- Performs job responsibilities within guidelines of normal practice. Sets daily priorities and organizes own work and the work of students.
- Creates and updates basic data in library and/or University databases within guidelines of normal practice.
- Oversees functional operations of a service and/or service point within guidelines of normal practice.
- Advises internal and external customers on procedural matters within established protocols and refers complex questions.

**Role**

- Reflects most common entry point for this career track.
- Performs a relatively small number of tasks/duties by selecting correct processes from clearly prescribed rules and specific instructions.
- May supervise or oversee the work of student employees.
Impact and Complexity

• Performs job responsibilities following a defined standard output or set of procedures. May schedule and/or check the work of students.
• Work is closely supervised with limited opportunity for independent action or decision making. Exercises some judgment in planning and organizing own work but must adhere to specific time, process, and results standards.
• Work consists of tasks that are routine, or well-defined, with specific instructions to achieve standards.

Requirements

Basic understanding of library/museum policies and procedures and experience in own job area typically obtained by a high school degree or GED and no minimum library/museum work experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.