



## Library Support Associate

<b>Job Family:</b> Library Services/Museum	<b>Sub Family:</b> Library Support	<b>Career Track and Level:</b> TAS 2
<b>Job Code:</b> LIBSUPTAS2	<b>Job Series:</b> 31112	<b>FLSA Category:</b> NON-EXEMPT

### 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. Utilize 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 thorough knowledge of library procedures, resources, operations, and policies.
- Supervises the work of student workers.
- Creates and updates complex data in library and/or University databases within guidelines of normal practice.
- Advises internal and external customers on procedural matters within established protocols and responds to complex questions directly related to own work assignment.

### Role

- Works under limited supervision in performing job responsibilities.
- Applies technical or process knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.
- May supervise or oversee the work of student employees.

### Impact and Complexity

- Performs job responsibilities working within guidelines or traditional practice. May organize, set priorities, schedule, and review work of student workers or volunteers. Exercises judgment in prioritizing, planning, and organizing own work within time,



process, and results requirements; has some flexibility to modify workflow based on need and circumstances.

- Decisions made address non-routine questions and situations, often requiring investigation and/or research of precedents. Demonstrates ability to triage conflicting priorities and handle sensitive situations with tact and diplomacy.

### **Requirements**

Experience in library/museum job area and advanced understanding of library/museum policies and procedures typically obtained by a high school degree or GED and a minimum of 2 years of related library 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.*