Library Support Specialist

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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. 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 advanced knowledge of library procedures, resources, operations, and policies.
- Supervises, trains, and/or directs the work of classified and/or student workers.
- Performs job responsibilities within guidelines of normal practice, but often requires independent priority setting and judgment.
- Utilizes specialized tools, software, and databases to perform tasks or assist customers.
- Creates and updates complex data in library and/or University databases and troubleshoots and resolves problems within guidelines of normal practice. Oversees functional operations of a service and/or service point including troubleshooting and resolving problems within guidelines of normal practice. Troubleshoots issues and resolves problems.
- Advises internal and external customers on procedural matters within established protocols and responds to complex questions from internal and external customers within established protocols.

**Role**

- Fully proficient in applying established standards for the job.
• Applies advanced technical or process knowledge; requires ability to utilize diverse but conventional methods, techniques, or approaches to meet specific needs of an assignment.

• May supervise or oversee the work of other TAS and/or student employees.

Impact and Complexity

• Performs job responsibilities through use of specialized tools, job experience, and established standards. Often organizes, sets priorities, schedules, and reviews work of student workers or volunteers. Prioritizes, plans, and organizes own work within time, process, and results requirements; determines processes and sequences to follow based on needs and urgency required by the circumstances.

• Uses experience and expertise to anticipate department/discipline’s needs, and handles the situation or identifies appropriate resource. Problems and issues faced are complex and occasionally ill-defined and may need some analysis to understand. Demonstrates sound judgment and decision making in situations requiring assessment interpretation and analysis.

Requirements

Extensive experience in libraries/museums and advanced understanding of library/museum policies and procedures typically obtained by a high school degree and a minimum of 3 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.