Library Support Senior Specialist

<table>
<thead>
<tr>
<th>Family:</th>
<th>Sub Family:</th>
<th>Level:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Services/Museum</td>
<td>Library Support</td>
<td>TAS 4</td>
</tr>
<tr>
<td>Job Code: LIBSUPTAS4</td>
<td>Job Series: 31114</td>
<td>FLSA Category: NON-EXEMPT</td>
</tr>
</tbody>
</table>

**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 a broad and deep knowledge of library procedures, resources, operations, and policies.
- Supervises the work of classified and/or student workers.
- Performs job responsibilities effectively and independently within scope of authority.
- Expertly 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 difficult problems using established standards and job experience. Troubleshoots issues and resolves difficult problems.
- Oversees functional operations of a service and/or service point and considers established standards and job experience when troubleshooting and resolving difficult problems.
- Advises internal and external customers and vendors on procedural matters and responds to varied and complex questions.

**Role**

- Work is performed by applying established standards independently through a broad and deep knowledge base of the University acquired from several years of experience in a particular area.
Classification and Qualification Standards
Effective 11/02/2014

• Serves as a resource and guide to others in the department and/or University in questions of policy and procedural issues, precedents, etc.
• Typically supervises or oversees 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. Typically organizes, sets priorities, schedules, and reviews work of student workers or volunteers. Fully responsible for effectively and independently handling all job responsibilities within scope of authority.
• Decisions and problems are varied, often complex, and involve multiple constituencies, often with competing priorities.
• Coordinates resources from other areas within the University and externally in order to achieve the appropriate outcome. Exercises sounds judgment in dealing with confidential information and maintains appropriate level of discretion.

Requirements

Specialized knowledge of library/museum activities. Extensive experience in libraries and advanced understanding of relevant policies and procedures typically obtained by a Bachelor’s degree and a minimum of 4 years of library/museum 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.