

Ohio University – Compensation 2014
Job Family: Library Services/Museum | Career Track: Technical and Administrative Support

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 libraries/museum's short- and long-range strategic plans. LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Technical and Administrative Support I	Technical and Administrative Support II	Technical and Administrative Support III	Technical and Administrative Support IV
Accountabilities	<p>PEOPLE</p> <p>Responds to inquiries via telephone, email, live chat, and in person that require basic knowledge of library procedures, resources, operations, and policies.</p> <p>Trains and/or directs the work of student workers.</p> <p>OPERATIONS</p> <p>Performs job responsibilities within guidelines of normal practice. Sets daily priorities and organizes own work and the work of students.</p> <p>Creates and updates basic data in library and/or University databases within guidelines of normal practice.</p> <p>Oversees functional operations of a service and/or service point within guidelines of normal practice.</p> <p>Advises internal and external customers on procedural matters within established protocols and refers complex questions.</p>	<p>PEOPLE</p> <p>Responds to inquiries via telephone, email, live chat, and in person that require thorough knowledge of library procedures, resources, operations, and policies.</p> <p>Supervises the work of student workers.</p> <p>OPERATIONS</p> <p>Creates and updates complex data in library and/or University databases within guidelines of normal practice.</p> <p>Advises internal and external customers on procedural matters within established protocols and responds to complex questions directly related to own work assignment.</p>	<p>PEOPLE</p> <p>Responds to inquiries via telephone, email, live chat and in person that require advanced knowledge of library procedures, resources, operations, and policies.</p> <p>Supervises, trains, and/or directs the work of classified and/or student workers.</p> <p>OPERATIONS</p> <p>Performs job responsibilities within guidelines of normal practice, but often requires independent priority setting and judgment.</p> <p>Utilizes specialized tools, software, and databases to perform tasks or assist customers.</p> <p>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.</p> <p>Advises internal and external customers on procedural matters within established protocols and responds to complex questions from internal and external customers within established protocols.</p>	<p>PEOPLE</p> <p>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.</p> <p>Supervises the work of classified and/or student workers.</p> <p>OPERATIONS</p> <p>Performs job responsibilities effectively and independently within scope of authority.</p> <p>Expertly utilizes specialized tools, software, and databases to perform tasks or assist customers.</p> <p>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.</p> <p>Oversees functional operations of a service and/or service point and considers established standards and job experience when troubleshooting and resolving difficult problems.</p> <p>Advises internal and external customers and vendors on procedural matters and responds to varied and complex questions.</p>
Requirements	<p>Basic understanding of library/museum policies and procedures and experience in own job area typically obtained by a high school degree or GED and 0 to 2 years of library/museum work experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.</p>	<p>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 2 to 3 years of related library experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.</p>	<p>Extensive experience in libraries/museums and advanced understanding of library/museum policies and procedures typically obtained by a high school degree and 3 to 5 years of related library experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level</p>	<p>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 more than 4 years of library/museum experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level</p>