

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Library Associate

Class Code: 20623

Pay Grade: GF

A. Purpose:

Performs technical library tasks or services to provide library and patron support and to ensure the efficient delivery of library services.

B. Distinguishing Feature:

Library Associates have technical responsibilities for reference services, copy cataloging, book acquisitions, or as a reader advisor for Braille, large print, or recorded books.

Library Technicians are assigned a variety of tasks associated with patron services or library services such as researching and processing state and federal documents, maintaining the library's collection, acquisition processing, processing Inter-Library Loan (ILL) requests, assisting patrons in locating materials and using library services, processing materials in and out of the library, and ordering and maintaining serials.

Library Clerks perform library support tasks such as providing stack maintenance, shelving books, retrieving and preparing materials for shipment, locating and copying library materials, checking-in and processing library materials, updating computerized files, processing library mail and materials for shipment, and processing cassette books.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Provides reference services to patrons and agencies to ensure patrons receive accurate and timely information.
 - a. Receives and documents reference or research requests from library patrons or state agencies.
 - b. Questions the library patron to determine exactly what they are looking for.
 - c. Searches online catalogs, databases, print materials, and the Internet to locate requested information or materials.
 - d. Provides patrons or agencies with ways to access their requested information online or from other libraries.
 - e. Refers questions to a Librarian or other sections of the library that can better respond to a question or request.
2. Acts as a Reader Advisor to ensure the special needs of library patrons are met.
 - a. Reviews, approves, and processes applications submitted by the public seeking reader advisor services for Braille, recorded, or large print books.
 - b. Contacts reader service applicants to explain the program and to clarify and expand information to determine the library patron's reading needs and ability and to develop a profile for that library patron.
 - c. Revises patron reading profiles.
 - d. Discusses the operation of specialized cassette book equipment with library patrons.
 - e. Loads library patron information into the computer.
 - f. Reviews circulation data for library patrons.
 - g. Searches for substitute authors when reader preferences have been exhausted and makes recommendations to library patrons.

- h. Recommends titles to be added to the collection for recorded, Braille, or large print books.
 - i. Downloads title allotments from the computer system and adds new titles to be read onto cassette or converted to Braille.
 - j. Adds titles to the recorded book, Braille, and large print book collections.
3. Orders, processes, ships, and maintains a large print and cassette textbook collection to ensure materials are provided to meet requests.
 - a. Consults with students and teachers about textbook needs.
 - b. Contacts teachers regarding textbooks that will require a print copy to be used for enlarging or recording.
 - c. Processes these books into the collection and adds related information to the database.
4. Recruits volunteers for the library to ensure the needs of the library, for volunteers, is met.
 - a. Assesses library programs determining the need and the number of volunteers and their hours.
 - b. Develops and maintains a volunteer recruitment plan.
 - c. Maintains volunteer records.
5. Oversees the day-to-day operations of a specific library service, function, or project to ensure efficient and effective patron services or processing.
 - a. Consults with department head and/or appropriate librarians to address needs.
 - b. Directs the work of library staff.
 - c. Makes sure library procedures and policies are being followed.
 - d. Reports problems and recommends procedural or policy changes to the department head or appropriate librarian.
 - e. Maintains records and statistics regarding services or projects.
6. Purchases books to be added to the library's collection in accordance with the collection development committee's directives.
 - a. Establishes and maintains fund control and records and department records in the acquisitions sub-system each fiscal year to monitor titles ordered and funds expended.
 - b. Loads data into vendor record files to track vendors used for ordering materials.
 - c. Determines which vendors can fill an order quickly and least expensively.
 - d. Load title information into the acquisition system work-form so staff and library patrons can search the system to see what books are on order.
 - e. Orders books from selected vendors through a modem, online electronic ordering systems, the Internet, by phone, or by mail.
 - f. Determines whether to pre-pay for books.
 - g. Closes purchase orders in the acquisition sub-system and forwards invoices for payment.
 - h. Cancels orders with vendors for undelivered books and places orders with other vendors for the same item.
 - i. Supplies collections development team with information and recommends books to be considered for purchase.
7. Manages and processes standing orders for the library to ensure consistent services to patrons.
 - a. Adds, deletes, and checks titles as they are received.
 - b. Adds titles to standing orders by selecting vendors that can provide books least expensively and timely.
 - c. Ensures editions received were ordered.
 - d. Initiates and monitors claims for standing orders and submits claims to vendors.

- e. Processes standing orders with accurate bibliographic and item records.
 - f. Reports standing order title changes.
8. Performs copy cataloging to ensure library materials are identifiable and searchable through the library system.
 - a. Searches OCLC for the best record.
 - b. Checks local databases to avoid duplicate call numbers
 - c. Checks series authority records.
 - d. Enters appropriate information into the system.
 - e. Edits records by adding content notes, checking access points for accuracy, and corrects discrepancies.
 - f. Downloads records and uploads edited records.
 - g. Requests computer generated labels for items being catalogued.
 9. Performs limited original cataloging functions to assist librarians.
 - a. Inputs original and edited records.
 - b. Maintains serials authority files.
 10. May supervise or act as a lead worker to ensure the objectives of the work unit are met.
 - a. Interviews and recommends the selection of staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends disciplinary action.
 - e. Prepares or provides input on performance evaluations and conducts or sits in on evaluations.
 11. Performs other work as assigned.

D. Reporting Relationships:

Reports to an administrator, faculty librarian, Senior Librarian, Librarian, or program assistant. May provide work direction or supervise library staff and students.

E. Challenges and Problems:

Challenged to provide the appropriate services to patrons. This is difficult because often patrons verbal or written requests do not contain sufficient details to enable the associate to determine or meet their needs. The position is also challenged to acquire books for the collection. This is challenging because it may be difficult to obtain requested materials at a reasonable cost to the library and/or patron.

Typical problems include finding sources of information on technical reference requests, if a book is appropriate for an age group, interpreting patron requests, whether a request is for a book or magazine article, supplying appropriate materials to patrons, keeping accurate records on patrons, obtaining accurate annotations, determining subject codes to assign to new titles, meeting deadlines set by other sections of the library, finding required materials, composing a newsletter, presenting library programs in a way to interest volunteers, dealing with missing invoices and incorrect shipments, determining if outstanding invoices have been paid, being given limited source information and having to locate source information to order books, and finding suitable materials to replace outdated library materials.

F. Decision-making Authority:

Decisions made include whether materials meet a patron's request, whether to continue searching for an item for a patron, where to direct reference requests, approval of applications for services, content of patron reading profiles, appropriate materials for patrons based upon their reading profile, when to request information from patrons or to ask for materials to be returned, what information is required in master holdings for each new title entered into the computer system, what subject codes to apply to titles, dates and activities associated with summer reading programs, format and articles for newsletters, whether to order textbooks, which vendor to use to order books, how long to pursue a purchase and how many different vendors to contact before deciding if a book is not available, which vendors best supply a standing order, what books to recommend to the selection committee, and which books may be more suitable to replace outdated books in the collection.

Decisions referred include what to do if unable to find a reference request, item, or an answer; how to respond to inappropriate behavior by patrons; approval of questionable reading program applications; final approval of changes to copy allotment; final editing and content of newsletters; final approval of purchases; approval of the dismissal of volunteers; how much money will be spent in each fund and by which department; policies and procedures; and what titles to be placed on standing orders.

G. Contact with Others:

Daily contact with patrons to give and receive information, verify information needed to provide services, or regarding overdue letters or lost materials; daily contact with state agencies to assist them with research and reference requests; weekly contact with vendors calling and offering materials; monthly contact with federal agencies to request books and materials; monthly contact with other libraries to borrow or loan materials; monthly contact with vendors to inquire about materials; monthly contact with recording studios to get the status on the production of materials; and monthly contact with customer service departments of vendors to discuss invoices.

H. Working Conditions:

Typical library environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- principles, practices, techniques, and services of a library;
- numerical, alphabetical, and chronological sequences as they apply to library classification systems, local cataloging processes, and national rules;
- basic record keeping systems;
- the application of standard library references;
- effective methods of supervision as required;
- computers and Microsoft or other software applications.

Ability to:

- deal tactfully with others;
- communicate information;
- review and respond to requests for information and services;
- process and edit existing catalog records;
- supervise as required;

- access computer systems and databases;
- use a computer to load information, access databases, or search online for information and library materials;
- lift and carry boxes of library materials;
- work independently.