# **Library Assistant Positions: Supplemental Standards**

These supplemental standards are guidelines for classifying Library Assistant positions at the University of California, Berkeley. They are based on the University-wide class specifications for the Library Assistant series.

The standards are organized in two major sections:

1. [Level Factors](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#level), which delineates for each of the four Library Assistant levels the following job factors: Supervision Received; Assignments and Duties; Guidelines Used or provided; Required Skills, Knowledge, and Background; and Supervisory Responsibility.
2. [Function Descriptions](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#function), which describes, by level, typical tasks performed in the following functional areas: Bibliographic Checking; Cataloging; Circulation; Reference; and Serials Processing. These functions were selected as benchmarks and do not include all functional areas within the library. Note that these are not job descriptions, but rather descriptions of functional tasks. This distinction is important, because a position may combine a variety of functions, and a single-function description would not, in such cases, accurately describe the position's total responsibility.

The third section of the supplemental standards describes the factoring process used to [classify](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#classify) a multi-function position, or "total job."

**Level Factors**

[Library Assistant I](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-0-target)

**Supervision Received**
Work is performed under immediate supervision and review. Work is referred when standard procedures do not apply.

**Assignments and Duties**
Assignments are clearly defined. Duties are of a comparatively non-complex nature and may be described as routine tasks.

**Guidelines Used or Provided**
Work is performed within specific limits of prescribed procedures and/or defined instructions.

**Required Skills, Knowledge and Background**
Basic knowledge or terminology and procedures enabling the performance of duties within a functional area.

**Supervisory Responsibility**
May oversee basic operations in a limited area of responsibility, for a specific shift, including the monitoring of routine clerical duties performed by Student Library employees.

[Library Assistant II](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-1-target)

**Supervision Received**
Work is performed independently within the specific guidelines of the functional area and/or library unit. Completed work is reviewed infrequently. Work is subject to review when guidelines do not apply.

**Assignments and Duties**
Assignments are defined by the specific objectives of functional areas within the unit, with the nature of the problem identified. Technical duties are at the operational level and are comparatively complex.

**Guidelines Used or Provided**
Guidelines include general policies and precedents as well as written codes and manuals. Judgment is used in applying guidelines to problems.

**Required Skills, Knowledge and Background**
Advanced functional knowledge of terminology and procedures enabling the performance of a full range of technical duties within a functional area; basic operational-level knowledge of library practices and procedures; technical problem solving skills.

**Supervisory Responsibility**
May have limited responsibility for training, work assignment, and review of work for Student Library Employees and/or Library Assistant I-level staff in a single task or operation. May serve as a work leader in a small unit.

[Library Assistant III](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-2-target)

**Supervision Received**
Work is performed independently, under general supervision. Typically, completed work and decisions made are not reviewed when performed within the established guidelines of the library unit. Work and decisions are subject to review when guidelines require extension and/or interpretation, and when proposed solutions affect the coordination of work within the unit or with other units.

**Assignments and Duties**
Assignments are defined by the general objectives of functional areas in the library unit, and in terms of subject and/or functional specialty. Duties are specialized at the advanced operational level and/or the basic paraprofessional level, and are more complex than typically found at the operational level. Assignments may include, as in the branch setting, responsibility for operational duties in several distinct functional areas.

**Guidelines Used or Provided**
Guidelines include policies, procedures, and precedents of the unit and the library as well as professional and technical codes and manuals.

**Required Skills, Knowledge and Background**
Expert knowledge and substantial background enabling the performance of a full range of specialized duties in a functional area; general knowledge of library practices and procedures; advance problem solving skills.

**Supervisory Responsibility**
May have full supervisory responsibility for a small unit or equivalent organizational structure, including hiring, training, recommending appropriate disciplinary action when necessary and assigning, reviewing, and evaluating work. May serve as sectional or functional-area work leader in a unit composed of several areas of operational responsibility. At this level, work leaders perform as functional area specialists, performing the more difficult tasks in the unit as well as training, assigning, and reviewing work performed by lower level Library Assistants and clerical personnel.

[Library Assistant IV](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-3-target)

**Supervision Received**
Work is performed independently within the general framework of established guidelines, under the direction provided by paraprofessional coordinators, managing Librarians, or other administrators. Functions and activities are subject to policy review.

**Assignments and Duties**
Assignments and duties are defined by the broad objectives of functional areas in the library and involve a high degree of difficulty in subject and/or functional specialization, and the need for frequent application of paraprofessional knowledge.

**Guidelines Used or Provided**
Guidelines include the general policies, procedures, and precedents of the unit and the library, as well as professional and technical codes and manuals. Incumbents exercise initiative, originality, and judgment in applying established library principles and practices to new and unusual problems.

**Required Skills, Knowledge and Background**
Paraprofessional knowledge enabling the performance of a full range of difficult specialized duties in a functional area or specialized subject-matter field; advanced decision-making ability.

**Supervisory Responsibility**
May supervise the staff and operation of a unit which, by reason of its complexity, its workload volumes and/or the size and level of its staffing, requires greater scope of supervisory responsibility than at the Library Assistant III level. May have management responsibility for a library unit.

**Function Descriptions**

[Bibliographic Checking Function](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-4-target)

**Library Assistant I**
Performs routine checks of library materials and order requests for such materials against library holdings and or files. Also performs verification of basic trade or bibliographic information using computer-based bibliographic systems such as RLIN, OCLC, MELVYL, or printed bibliographic tools.

**Library Assistant II**
Performs bibliographic verification of library materials and order requests which are of a more complex nature requiring a knowledge of bibliographic files and databases and application of bibliographic control practices. May train and/or coordinate the work of student assistants in routine bibliographic searching functions. Incumbents exercise independent judgment in solving problems and in referring difficult problems to high lever Library Assistants or Librarians.

**Library Assistant III**
May be responsible for bibliographic verification of materials involving complex entries or less common languages on a regular basis. Incumbents are requires to apply a thorough knowledge of library file structures, an understanding of search commands related to the use of computer-based bibliographic systems, complex bibliographic tools and other reference works related to bibliographic verification functions. Incumbents work with minimal direction and are usually responsible for deciding what bibliographic sources will be utilized as well as the nature and extent of supporting information to be included in problem solutions. Typically serves as work leader or supervisor of a small unit.

[Cataloging Function](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-5-target)

**Library Assistant II**
Performs cataloging online at a terminal linked to a bibliographic utility by searching for cataloging copy and, using established guidelines, identifying useable copy of categories of material which can be cataloged online. Obtains printouts for items that cannot be cataloged online and route for further processing. Catalogs from worksheets, including making such changes as establishing correct form of all headings, correcting the cutter number to accord with UCB usage, and adding coding for local system support. May perform similar tasks in a manual copycataloging system. Performs simple catalog maintenance operations. Keys records into local system.

**Library Assistant III**
Performs functions described for Library Assistant II. In addition, typically has language, subject, or format specialty and a major responsibility for copy cataloging in that specialty. May provide call numbers for copy lacking a useable LC call number. Performs more difficult catalog maintenance operations. May be responsible for functional supervision of some part of the cataloging workflow. Performs more difficult catalog management functions involving extensive knowledge or authority control practice and procedures. May prepare form catalog records for foreign dissertations.

**Library Assistant IV**
Performs functions as described for Library Assistant III. In addition, performs the most difficult copycataloging operations, including the assignment of classification and subject headings. May coordinate the workflow of some categories of material. Typically such coordination includes responsibility for developing procedures, problem-solving on material referred from lower lever Library Assistants, staff training and evaluation. May prepare brief-catalog records. May perform original cataloging of preselected materials, with routine revision.

[Circulation Function](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-6-target)

**Library Assistant I**
Provides services to patrons in a general circulation/reserve setting, answering routine informational questions, handling routine complaints and performing routine circulation and lending functions. May include entering circulation information into an automated system via computer terminal.

**Library Assistant II**
Provides basic circulation services as described for Library Assistant I at an operational level, with additional responsibility for a specialized task such as holds, recalls, reserve material processing or stack maintenance in a small unit. May serve as a work leader for student library employees or Library Assistant I's in circulation activities.

**Library Assistant III**
In a medium-sized service point or branch, may perform duties as a circulation supervisor. Circulating unit is typically characterized by one or more of the following: Low or moderate circulation activity, limited number or formats or loan periods, well-defined user group, straightforward stack arrangement, moderately-sized course reserve system, limited amount of billing and/or fining, medium-sized group of students and career staff working at the circulation desk. In larger units, may be the supervisor for one or more specialized circulation functions such as a service desk, billing unit, training, course reserves, or stack maintenance. Incumbents exercise independent judgment in solving problems, referring only difficult problems or complaints to higher level Library Assistants or librarians. Responsible for assigning work, supervising employees, handling complaints, and developing procedures.

**Library Assistant IV**
Performs duties as circulation supervisor in a large service point or branch. Circulation unit is typically more complex than at the Library Assistant III level, and may be characterized by one or more of the following: high circulation activity, large number of formats, multiple loan periods, diverse user group, complicated stack arrangement, large course reserve system, high billing and /or fining activity, large group of students and career staff working at the circulation desk. May have responsibility for physical plant and office management for the library unit. Independently interprets and applies policy, referring precedent-setting problems to the department or branch head for decision.

[Reference Function](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-7-target)

**Library Assistant III**
May serve as a reference aide at reference desk or general public service desk, assisting librarians in providing routine information to patrons using the library's catalogs and materials. Non-routine questions are referred to the reference librarian.

**Library Assistant IV**
Provides a wider range of reference services than typically found at the Library Assistant III level. May staff reference desk alone during slow periods, with immediate backup provided by the reference librarian on any difficult questions.

[Serials Processing Function](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-8-target)

**Library Assistant I**
Performs standard technical duties related to check-in, distribution and claiming of serials and other continuation. Records issue receipts, verifies basic bibliographic and processing information, identifies new titles and duplicate issues, material needing binding, damaged or missing material, and overdue issues. Performs routine checking of standard sources. Following defined procedures updates serials processing records.

**Library Assistant II**
Performs the full range of serials processing functions described for Library Assistant I. At the Library Assistant II level, duties are performed with less supervision, work is reviewed less frequently, and greater judgement is exercised in problem-solving and records maintenance operations. Incumbents typically perform all serials check-in functions for a small branch library or for a large section of serial records in a complex unit. May have increased responsibility for some part of the serials processing workflow in a large unit, such as binding preparation, claiming operations, special materials processing, or file/records maintenance.

**Library Assistant III**
Performs specialized serials processing functions such as resolving more complex processing and bibliographic problems, authoritative holdings maintenance, closing or serials records, processing complex claims correspondence, and other equivalent functions. May supervise a small check-in unit, or serve as work leader of a major serials processing section.

**Classifying the "Total Job"**

[Introduction](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-9-target)

The level of duties and responsibilities assigned to a position determines its classification. Because a position may entail a variety of diverse-level tasks-for example, a combination of operational-, advanced operational-, and advanced paraprofessional-level duties-it is necessary to ascertain its overall, or "total job," level in order to classify it.

This is done by factoring together the percentages of time allotted to each level of tasks required in the position. The result of this process is the "total job," and it is the "total job" which is classified.

Two examples illustrate the factoring process.

[EXAMPLE 1: Position "A" is structured so that its task levels are allotted as follows:](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-10-target)

Library Assistant II - 55%
Library Assistant III - 35%
Library Assistant IV - 10%

The "total job" is classified Library Assistant III. Although a majority of the incumbent's time is spent on Library Assistant II-level tasks, this is partially offset by the 10 percent allotted to Library Assistant IV-level tasks. The position, overall, is thus stronger than Library Assistant II. But it is not Library Assistant IV, because (1) only a small percentage of the total job is at that level, and (2) a substantial portion of the position involves tasks classifiable two levels below that of the IV.

[EXAMPLE 2: Position "B" is structured so that its task levels are allotted as follows:](https://test-hrweb-ob7.pantheon.berkeley.edu/compensation-benefits/compensation/classification/job-standards/supplemental/library-assistant#openberkeley-collapsible-container-11-target)

Library Assistant III - 60%
Library Assistant IV - 40%

The "total job" is classified Library Assistant IV. In this case, IV-level tasks constitute a substantial portion of the total job, the remainder of which is classifiable at just one level lower.

These examples also illustrate two guidelines used in classifying positions:

1. The inclusion of high-level tasks in itself does not warrant classification at that level if the tasks constitute a small portion of the total job (or are performed only occasionally, as for example, in the temporary absence of the employee who regularly performs them, or as part of a rotational assignment).
2. Higher-level tasks need not occupy a majority of an incumbent's time to warrant classification at that level, if they constitute a substantial portion of the total job, and the remainder of the position's tasks are classifiable at the next lower level.

NOTE: Position "A" and Position "B" are only examples of many job configurations which would result I similar classification decisions. The percentages cited in these examples should not be construed as absolute standards.

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