

## **LIBRARY SERVICES ASSISTANT TITLE SERIES DEFINITIONS**

### **I. TITLE DEFINITIONS**

#### **LIBRARY SERVICES ASSISTANT**

This is the entry level for positions that perform routine library services program support work. The work is performed under close progressing to limited supervision. Positions may work in one or more of the specialized areas of the library and are expected to learn to perform any of the following duties independently.

##### Examples of work performed:

- Perform basic copy cataloging using Library of Congress (LC) records.
- Record the receipt of current serials and periodicals.
- Assist patrons in the location of holdings and special materials, and in the use of on-line system by demonstrating how to find information.
- Identify errors, verify and provide correct bibliographic data for interlibrary loan requests and book orders.
- Process and generate daily overdue notices.
- Contact individuals to remind them of overdue status.
- Maintain search files to locate missing books, review all search records for bibliographic accuracy, notify acquisitions when books cannot be located and notify patrons of the status of a search.
- Place labels, barcodes and library identification stamps on materials and perform other activities needed to prepare them for shelving and eventual circulation.
- Prepare library materials for technical processing and cataloging, and maintain records associated with items sent for cataloging.
- Check materials in or out, maintain circulation records, shelve materials and place library materials on reserve.
- Solve basic procedural problems by referring to existing policies and procedures.

#### **LIBRARY SERVICES ASSISTANT - SENIOR**

This is the senior level for positions that perform the full range of library services program support work. The work at this level is performed under general supervision and employees at this title definition level are given the latitude to make decisions that require significant knowledge of library operations and services. In addition to the activities performed at the lower level, employees perform any combination of the following duties.

##### Examples of work performed:

- Perform copy cataloging in a variety of formats and languages using records created by libraries other than LC and resolve conflicts in title forms in the selection of copy for cataloging.
- Assign LC, National Library of Medicine (NLM) or other call numbers.
- Collect, prepare and compile monthly statistics of government documents and specialized materials

- Compile, monitor and prepare public service and serial statistical reports.
- Process invoices for payment.
- Initiate and process claims for missing documents.
- Contact publishers, vendors, outside service providers and campus/agency administrative offices to resolve problems with invoices and shipments.
- Input invoices and credit information into automated systems, matching the correct order record with books as added volumes are received.
- Select and prepare materials for binding.
- Process and receive materials.
- Make recommendations to the librarian for selection of materials for the collection.
- Prepare ILL requests using electronic systems.
- Search bibliographic databases to verify interlibrary loan requests.
- Monitor circulation functions and maintain circulation processes in institution libraries.
- Assist library patrons in the use of reference materials in print and electronic format.
- Order, receive, and keep budget and collection development statistics for all types of materials purchased for the library or institution's collection.
- Receive and process federal and state government paper and electronic documents including serial and periodical holdings; maintain online catalog records for these documents.

### **Representative Positions:**

UW-Madison—Acquisitions Department, Ordering/Receiving Unit: This position creates orders for monographs in a variety of Romanized languages, processes monographic receipts and payments, and communicates with appropriate parties in the resolution of problems that arise during the ordering and receiving process.

UW-Superior—Interlibrary Loan and Public Services: This position provides services in the Interlibrary Loan area of the library. The duties of this position include verification of all interlibrary loan requests, searching library related databases, interacting with several online systems for borrowing and lending materials, compiling statistics of all requests and serving as a resource person for interlibrary loan related questions. The position also assists in Public Services and Technical Services. The position works under the general supervision of the Library Director.

UW-Whitewater—Reference & Instruction Unit: This position processes federal and state governmental documents, maintains paper and electronic records of all such documents and manages the physical condition of all such documents. The position trains and oversees student employees, provides backup to the Documents Librarian and support for the Reference and Instruction Unit for Andersen Library, and assists with staffing the Reference desk for assigned hours. This position works under the general supervision of the Reference and Instruction Coordinator.

### **LIBRARY SERVICES ASSISTANT - ADVANCED**

This is the advanced level for positions that perform the most complex library services program support work. The work performed requires extensive knowledge and experience in library practices and procedures. These positions differ from positions titled at the lower levels based on the high degree of responsibility, accountability and independent judgment in making decisions to resolve highly complicated problems in their functional area(s), or area(s) of specialization. Positions allocated to this title definition may for less than a majority of time, be responsible for the performance of tasks identified as professional library functions (such as original cataloging; reference; creation of digital files and their metadata; development of bibliographies; management and preservation of library collections in all formats and media; management and provision of user training on electronic network or web-based library programs

and materials; the coordination of related outreach programs; or other library specialties). Positions at this level may also train, direct, guide and/or oversee lower level Library Services Assistants as well as students in the more complex duties of the library such as those found at the senior level. The work is performed under general supervision.

Examples of work performed:

- Coordinate circulation and/or security of library materials, equipment, and facilities as well as facility access, in the absence of supervisory authority during evening and weekend hours.
- Provide library services support for multiple library units or functions or as the sole library services support position in a library, requiring broad in-depth knowledge of the various library functions.
- Utilize specialized expertise (e.g., East Asian, Slavic or Southeast Asian culture and language fluency, music) for a majority of the time to perform library services responsibilities and serve as a resource to others in the area of expertise.
- Serve as a government publications resource to faculty, staff, students and the public; direct the ordering, processing and disposition of government publications; provide instruction to patrons on use of on-line tools to access government publications.
- Coordinate the reserves function; assess and prioritize reserve requests, monitor materials on reserve; manage electronic reserves; monitor copyright compliance; communicate reserve policies, procedures and deadlines.
- Coordinate textbook acquisition, cataloging and rental/circulation.
- Circulate and maintain technical equipment (computers, cameras, video games and systems).
- Create brochures and other materials to promote the library, services or exhibits; develop content and maintain library web pages.
- Perform complex copy cataloging; search for matching copy; edit existing copy as necessary; integrate items into existing collections; assign classification number. May also perform some original cataloging.
- Provide acquisition services; screen and sort order requests received from selectors; search for bibliographic record or create provisional record; create provisional orders for more complex orders (serials); select vendors and create purchase orders; check titles against invoice and resolve any discrepancies.
- Receive interlibrary loan requests; verify citations and transmit request to lending libraries; interact directly with libraries internationally to obtain obscure materials; determine most efficient and cost-effective methods for obtaining materials or purchasing materials if necessary; create and revise written procedures and forms.
- Universal Borrowing – process borrowing and lending requests, process incoming and outgoing library materials; manage lost and overdue processes; produce statistics; work directly with participating institutions.
- Provide reference services for users of the archives; prepare or oversee preparation of inventories for newly acquired historical records; assist in preparing cataloging records for archival collections.
- Oversee the shelving of materials, movement of materials between locations or collections
- Function as liaison with publishers, vendors, outside service providers and campus/agency administrative offices.

Representative Positions:

UW-Madison General Library System—Foreign Language Copy Cataloger: Under the administrative supervision of the Head, Central Technical Services, Original Cataloging Unit, this position is primarily responsible for training, revising, and coordinating work of student assistants cataloging materials in the Memorial Library Control Area. This position also performs copy cataloging of monographs in English,

various South and Southeast Asian languages, and all foreign languages in a Romanized alphabet using Library of Congress or OCLC member-contributed copy from the OCLC database consistent with Library of Congress and OCLC policy and practice.

UW-Milwaukee—Access Services: This position is responsible for overseeing the UW System Borrowing(Universal Borrowing [UB]) in the UWM Libraries, UB transactions and processing, performing circulation duties, troubleshooting problems in various public service areas, providing assistance to library users, directing the second shift shelving operation and providing assistance with building security. The position works evenings and weekends under general supervision of the Assistant Director for Access Services.

UW-Madison Geography Library—Library Generalist: This is advanced support work in the Geography Library, a comprehensive library which provides a complete range of library services in the academic discipline of Geography. This position functions under the general supervision of the Director of the Geography Library and has responsibility for a variety of library operations. This position assists the Director in the development of policies, budgets and procedures. This position is responsible for overseeing the library's student staff; oversees a variety of public services, including circulation, ILL, reference and reserves; and administers a broad range of technical services, including physical maintenance of all collections, binding operations and oversight of online records. This position has responsibility for the library in the absence of the Director.

## **II. RELATED TITLES**

Librarian