



University System of Maryland Job Class Specification

TITLE: LIBRARY SERVICES SPECIALIST

JOB CODE: N10LB2

FLSA: NONEXEMPT

JOB TYPE: SYSTEMWIDE

EEO6: H50

JOB FAMILY/SERIES: LIB

IPEDS-SOC:43-4121

**APPROVED BY: Chancellor's Designee:
Joann Goedert, Associate Vice Chancellor**

EFFECTIVE DATE: 10/23/14

JOB SUMMARY

Under general supervision, performs assigned tasks within one or more library functional areas, such as user access services, collections and content management, research support, user education, digital initiatives, or other services and operations. Provides high quality customer service, communicates the library's mission and monitors and provides guidance on adherence to library procedures and policies.

PRIMARY DUTIES

1. Provides guidance and instruction to library support staff. May lead/oversee Library support staff, projects or assigned areas of library operations.
2. Assists customers to define their information needs, and select and evaluate the most appropriate information resources to meet those needs. Provides customers with information and guidance in finding and retrieving library information resources. Assists customers with complaint resolution or escalates to others as appropriate.
3. Educates and guides face-to-face and remote customers with varying levels of proficiency to use technologies, tools, and strategies to create, seek, use, or manage information or to share metadata, digitized, or born-digital multimedia content and other scholarly resources.
4. Responds to customer information needs using online systems and information seeking skills to locate library information resources. Searches and retrieves materials.
5. Monitors for copyright infringement and other laws, policies and practices governing access, use, and sharing of information resources.
6. Applies basic principles and practices regarding preservation of library information resources in various formats.
7. Provides input, when appropriate, regarding selection, retention, maintenance, and evaluation of all types of library information resources.
8. Performs quality control and assists with planning, preparing, creating and maintaining local library information resources.
9. Assists with the maintenance of information discovery tools, guides, and other library information resources.
10. Identifies and resolves problems related to access and use of library information resources and services.
11. Collects, reports and assists with analyzing data on collections, usage, service transactions, and customer needs. Generates specialized reports and notices.
12. Identifies, acquires, and prepares new library information resources for use. Monitors and ensures quality control in processing new library information

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resources.

- Sorts and shelves materials, prepares materials for commercial binding, and routine identification and replacement of lost materials.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: Bachelor's degree

EXPERIENCE: One year of experience directly related to the primary duties of the position .

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Knowledge of the mission and role of college or university library and its primary customers. Ability to learn and apply contemporary library terminology and functions. General knowledge of traditional and emerging practices for describing and organizing information resources. Understanding and ability to apply library and university computing policies and practices that help ensure information quality, integrity, and security. Ability to apply and enforce U.S. Copyright laws and current trends related to access and use of information resources.

Knowledge of basic principles of quality customer service, teamwork, and conflict resolution.

Ability to work independently and exercise initiative in applying rules, procedures and instructions. Excellent oral, written, and interpersonal communications skills.

Experience and proficiency with one or more technologies or tools used to create, seek, use, or manage information.

Ability to learn and operate a variety of common computing and productivity applications (e.g. email, word processing, databases and spreadsheets, content management, web browsers) and specialized library hardware, systems, and software applications.

Ability to apply key concepts and best practices for developing, maintaining, and using collections of digital information.

Skill in analytical and problem solving.

Ability to assist other library staff in selecting and evaluating technology used in libraries.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

N/A