



THE UNIVERSITY OF NORTH CAROLINA WILMINGTON

University Library Specialist *Competency Profile*

Description of Work:

Positions in this banded class perform specialized duties in the field of information science and knowledge management, typically provided in libraries, archives, or records management programs. In a university, a library serves as the primary information source for an academic/research department or professional school. Positions in this role perform complex, high level work concerned with accessing, analyzing, organizing, summarizing, and coding the intellectual content and format of the information resources and collection. Work may include provision of reference and access services, preservation of collections, and planning and management of projects and budgets. Positions require detailed knowledge of guidelines, policies, procedures, standards, regulations, and practices pertaining to organization and delivery of information resources in a variety of formats. Positions require extrapolation from existing guidelines to unique situations and thorough knowledge of data structures, data coding, and data relationships for specific online information systems and databases. Positions require specialized knowledge in a discipline, field, or subject/functional area. Work may include training, supervision, facilities management, or safety/security.

Competencies	Definition
Knowledge – Program/ Technical	Possession of a designated level of technical skill or knowledge in a specific technical area(s) which may require the ability to stay current with developments and trends in areas of expertise. Comprehensive knowledge of program procedures, methods, practices and their application to specific situations. Transactions are usually conducted in a functional or specialty area, which may require subject knowledge or fluency in foreign language.
Client/Patron Service	Ability to develop and maintain relationships with clients (those for whom formal professional services are rendered) or patrons by listening, understanding and responding to identified needs. Skill in collecting, researching and investigating sources to help client/patrons.
Data/Information/ Records Management	Ability and knowledge to develop data collection policies and procedures, administer programs and manage information systems. Ability to analyze and interpret printed and electronic information for report preparation.
Instruction	Ability to instruct and train employees, students, faculty and/or other clients/patrons in information literacy or other specialty/ functional area.
Communication (Presentations, Oral & Written)	Ability to present information either verbally or in writing to individuals or groups; Knowledge and skill to develop and deliver presentations suited to the characteristics and needs of the audience.
Planning & Organizing Work / Supervision	Ability and skill to develop plans to accomplish work operations and objectives. Ability to schedule and assign work, observe and assess workers and to use resources efficiently. Knowledge to administer and ensure compliance with human resources policies and procedures.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
<p>Duties in this role include analyzing, arranging, describing, summarizing and coding the intellectual content for a limited range of information resources. Positions evaluate client queries and concerns, provide reference and limited research services to researchers, university students and faculty, and other clients and instruct clients in the use of a limited range of technology and resources. Work with the collections includes planning and management of delivery mechanisms, housing, preservation, and materials budget and management. Work may include problem-resolution with suppliers, vendors, and other agencies. Positions may train and coordinate the work of others. Positions may supervise staff and students.</p>	<p>Duties in this role include analyzing, arranging, describing, summarizing and coding the intellectual content of information resources in various formats and languages in highly networked environments. Positions evaluate client queries and concerns, provide reference and research services to researchers, university students and faculty, and other clients and instruct clients in the use of technology and resources. Positions may be involved in service evaluation and planning. Work with the collections includes planning, management, and access of delivery mechanisms, housing, preservation, and materials budget and management. Work may include complex problem-resolution with suppliers, vendors, and other agencies. Positions may train and coordinate the work of others. Positions may supervise staff and students.</p>	<p>Duties in this role include advanced work in analyzing, arranging, describing, summarizing and coding the intellectual content of information resources in various formats and languages in highly networked environments. Positions evaluate complex client queries and concerns, provide reference and research services to researchers, university students and faculty, and other clients and instruct clients in the use of technology and resources. Positions are involved with service evaluation and planning. Work with the collections includes advanced planning, management, and access of delivery mechanisms, housing, preservation, and materials budget and management. Work includes complex problem-resolution with suppliers, vendors, and other agencies. Positions may train and coordinate the work of others. Positions may supervise staff and students.</p>

Competency Definition	Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply.		
Knowledge-Program/ Technical	Contributing	Journey	Advanced
<p>Possession of a designated level of technical skill or knowledge in a specific technical area(s) which may require the ability to stay current with developments and trends in areas of expertise. Comprehensive knowledge of program procedures, methods, practices and their application to specific situations. Transactions are usually conducted in a functional or specialty area, which may require subject knowledge or fluency in foreign language.</p>	<p>Fundamental knowledge of library and information science principles, current systems, technologies and procedures; concepts of fair use, copyright law, state and federal public records law, intellectual property rights; and multiple, complex sets of standards, policies and procedures. Continued education of new technologies and processes related to the specialized area. Recognizes specialized vocabularies, technical terminologies, bibliographies, complex databases, indices, and other navigational tools in a variety of formats and languages. Fluency in foreign language(s) or technical terminology.</p>	<p>Comprehensive knowledge in a specialized area; current systems, technologies, procedures, concepts of fair use, copyright law, state and federal public records law, and intellectual property rights. Ability to interpret multiple, complex sets of standards, policies and procedures; applies knowledge to extrapolate from existing guidelines to specific situations. Understands and applies new processes and technologies related to a specialized area. Comprehensive knowledge of specialized vocabularies, technical terminologies, bibliographies, complex databases, indices, and other navigational tools.</p>	<p>Proficiency in a subject area or specialized area, concepts of fair use, intellectual property rights, copyright law, state and federal public records law, publishing patterns, trends, and scholarly communication trends. Interprets and applies knowledge to standards, policies and procedures in new or unique situations.</p>
Client/Patron Service	Contributing	Journey	Advanced
<p>Ability to develop and maintain relationships with clients (those for whom formal professional services are rendered) or patrons by listening, understanding and responding to identified needs. Skill in collecting, researching and investigating sources to help client/patrons.</p>	<p>Provides customized information and resources in area of specialization. Solves varied, complex, and non-routine problems in using technology, resources and facilities. Collects information and conducts routine searches. Uses complex search strategies to obtain results. Consults with academic departments, schools, and other organizations. Conducts surveys of existing records/database systems and proposes new and improved systems.</p>	<p>Conducts non-routine searches selecting from a large and complex variety of resources. Develops search strategies using specialized thesauri, highly specialized vocabularies, complex databases, and other navigational tools. Develops customized programs. Advises and consults with academic departments, schools, and other organizations. Assesses information flow and needs of patrons. Works on teams to develop databases and web tools.</p>	<p>Conducts searches using complex and original search strategies including specialized thesauri, vocabularies, complex databases, and other navigational tools.</p>

Data/Information/Records Management	Contributing	Journey	Advanced
<p>Ability and knowledge to develop data collection policies and procedures, administer programs and manage information systems. Ability to analyze and interpret printed and electronic information for report preparation.</p>	<p>Analyzes and interprets basic information. Appraises, arranges, and describes records, documents, and finding aides to promote access to the collection. Provides detailed reference services. Maintains records and databases within the organization; oversees public database access; recommends guidelines and policies. Evaluates and implements new technologies and processes.</p>	<p>Analyzes and interprets complex information. Contributes to records and document policy decisions. Appraises, arranges, describes and references records and documents transferred to archival custody; including the production of finding aids promoting access to the collection at a higher level or in a specialty area. Provides specialized reference services. Creates and edits complex data/records in information systems and databases; evaluates and recommends corrections/enhancements. Manipulates materials without clearly defined procedures, requiring interpretation and additional independent research.</p>	<p>Analyzes and interprets complex information. Conceptualizes and executes data searches using alternative strategies. Evaluates and implements practices and technology enhancing collection management and access. Leads staff in appraising, arranging, describing and referencing records and documents transferred to archival custody, including the production of finding aids. Monitors maintenance of records, databases, quality assurance and data integrity; oversees database access. Recommends guidelines and policies. Independently identifies alternative solutions to resolve problems. Assists in development of standards and best practices.</p>
Instruction	Contributing	Journey	Advanced
<p>Ability to instruct and train employees, students, faculty and/or other clients/patrons in information literacy or other specialty/ functional area.</p>	<p>Provides instruction or consultation to individuals. May assist in providing group instruction. Presents existing written instructional information.</p>	<p>Provides instruction or consultation to groups. Revises and edits existing instructional information.</p>	<p>Provides instruction or consultation in a foreign language. Designs instructional materials.</p>

Communication (Presentations, Oral and Written)	Contributing	Journey	Advanced
Ability to present information either verbally or in writing to individuals or groups; Knowledge and skill to develop and deliver presentations suited to the characteristics and needs of the audience.	Presents ideas in a clear, concise, organized manner. Demonstrates ability to work with confidential and sensitive information.	Explains and interprets programs, policies and procedures. Responds to requests/issues that deviate from standard operating procedures. Responds to requests for program and procedural information. Contacts service recipients to provide or obtain information.	Interprets guidelines in unique situations. Communicates expectations to other employees. Applies knowledge to interpret and communicate information in unique situations.
Planning & Organizing Work / Supervision	Contributing	Journey	Advanced
Ability and skill to develop plans to accomplish work operations and objectives. Ability to schedule and assign work, observe and assess workers and to use resources efficiently. Knowledge to administer and ensure compliance with human resources policies and procedures.	Recommends work procedures. Makes guideline/policy recommendations. Plans and monitors financial or other resources. May participate in recruiting and hiring staff. Monitors, reviews and evaluates work of staff. Provides training. Identifies and recommends alternative solutions.	Evaluates, identifies, and develops new work objectives and methods. Prepares basic budget documents and reports. Plans and coordinates training. Independently identifies alternative solutions and resolves problems.	May participate in long term strategic planning. Determines training needs and availability of resources. Resolves problems independently.
Training & Education	Recommended Minimum Training: Graduation from a four-year college or university and one year of experience in a library or archives and/or records management; or high school and five years experience in a library or archives and/or records management; or equivalent combination of training and experience.		
Special Note:	This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class and may not be applicable to all positions. Diplomas or degrees must be received from appropriately accredited institutions		