



THE UNIVERSITY OF NORTH CAROLINA WILMINGTON

## University Library Technician *Competency Profile*

### Description of Work:

Positions in this banded class are characterized by the performance of a variety of duties in the field of information science and knowledge management, typically provided in a library setting. In a university, a library serves as the primary information source for an academic/research department or professional school. Library functions include but are not limited to circulation, cataloging, shelving, patron support services (including research, hardware and software support and training), collection development, acquisition, and conservation and restoration. Positions require the application of standards, policies, and procedures. Positions communicate with a wide variety of patrons (students, faculty, staff, researchers, vendors, staff in other libraries worldwide, and the general public). Duties performed may include the creation of records for information management, storage, and retrieval; the application of basic research, strategies to retrieve information and answer queries; the retrieval of materials and or resources to support operations and services; basic evaluation, organization, preparation, and or maintenance of collections; and the provision of general reference and access services for the user groups. Positions require attention to detail and the effective use of systems and current technologies. Positions may require specialized knowledge in a discipline, field, or subject area. Work may include training, supervision, facilities management, or safety/security.

<b>Competencies</b>	<b>Definition – Note:</b> Competency definitions are general and applicable to all technical positions. Technical skills may differ from one operational unit to another such as patron services, research or reference, acquisition, preservation, cataloging or description, preparation of finding aids and guides, writing and editing, records access, retention and disposition.
Knowledge – Program/ Technical	Knowledge of program procedures, methods, and practices and ability to apply to specific situations. Knowledge and adherence to the principles of library and information science which may be acquired on the job or through progression in the same or similar career path.
Client/Patron Service	Ability to understand and respond to identified needs of patrons (students, faculty, staff, scholars, researchers and the general population). Ability to collect information, determine options and direct client/patron to a source for help or information.
Data/Information/ Records Management	Ability to use appropriate data collection policy and procedures, filing systems, data management systems, and programs. Ability to compile, assimilate, organize and store printed and electronic information. Ability to review, compile and may analyze information to prepare reports.
Instruction	Ability to instruct and train employees, students, faculty and/or other clients/patrons in information gathering techniques, appropriate procedures, practice and/or equipment operation.
Communication - Oral & Written	Ability to convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Skill in listening and responding appropriately to others.
Planning & Organizing Work / Supervision	Skill in coaching and training peers and/or students. Ability to work independently within applicable policies and procedures.

<b>ROLE DESCRIPTIONS BY COMPETENCY LEVEL</b>		
<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Positions in this role provide basic information services to patrons - circulation and routine reference transactions. They work with the physical and digital collections (books, journals, papers, etc.) in basic preparation, organization, and maintenance under close supervision. Positions in this role normally follow established departmental procedures, contribute to the acquisition, control and organization of resources by finding, interpreting, and connecting relevant pieces of information in order to edit and update records in highly networked environments. Work requires familiarity with technology for the purpose of organizing and retrieving information. Works independently within applicable policies and procedures. Positions may coach and train peers and/or students.</p>	<p>Positions in this role provide information services to patrons – circulation and basic content-based reference services. They work with the physical and digital collections (books, journals, papers, etc.) in preparation, evaluation, organization, and maintenance. The work includes acquisition, control, and organization of information resources by finding, interpreting, and connecting relevant pieces of information in order to create, add, edit, and update records in highly networked environments. Positions in this role may serve as a front-line contact with suppliers, vendors, or other agencies to procure information resources or other materials. Work requires familiarity with technology for the purpose of organizing and retrieving information in a fast paced, high volume, demanding work environment. Work requires independent judgment and decision making within general guidelines. Positions may train and coordinate the work of others.</p>	<p>Positions in this role independently provide information services to patrons including resolution of clients’ problems and provision of basic content-based reference services. With limited supervision, positions work with physical and digital collections (books, journals, papers, etc.) including preparation, organization, evaluation, and maintenance. The work includes acquisition, control, and organization of information resources by finding, interpreting, and connecting relevant pieces of information in order to create, add, edit, and update records in highly networked environments. Positions serve as the primary contact with suppliers, vendors, or other agencies to procure information resources or other materials including problem resolution. Work requires expertise with technology for the purpose of organizing and retrieving information in a fast paced, high volume, demanding work environment. Work requires independence of action and ability to make exceptions to standard policies. Positions may train and coordinate the work of others.</p>

<b>Competencies</b>	<b>Definition – Note:</b> Competency definitions are general and applicable to all technical positions. Technical skills may differ from one operational unit to another such patron services, research or reference, acquisition, preservation, cataloging or description, preparation of finding aids and guides, writing and editing, records access, retention and disposition. Competency statements are progressive and not all competencies apply to every position. Evaluate only those that apply.		
<b>Knowledge-Program/ Technical</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Knowledge of program procedures, methods, and practices and ability to apply to specific situations. Knowledge and adherence to the principles of library and information science may be acquired on the job or through progression in the same or similar career path.	Basic knowledge of general library standards, procedures, techniques, systems, working manuals, and reference sources. Knowledge of the work unit. Basic knowledge and adherence to the principles of library and information science. Uses library applications to retrieve information. Sight recognition of applicable foreign language or technical terminology.	General knowledge of applicable functional areas in relation to overall operation of library. Applies knowledge of general support activities and/or archival operations. May apply knowledge of specialized subject area, project management, and/or supervision. Demonstrates understanding of library applications to retrieve information. Applies university policies, procedures, and operations. Fluency in foreign language or sight recognition in multiple languages or technical terminology.	Specialized knowledge in a related area, such as, materials preservation and conservation or bibliographic management software. Applies knowledge of specialized program area and/or management of people, resources, and programs. Comprehensive use of multiple/complex library applications to retrieve information. Interprets and enforces university policies, procedures, and operations. May have delegated authority to deviate from library policies, procedures, and operations. Fluency in multiple foreign languages or technical terminology.
<b>Client/Patron Service</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Ability to understand and respond to identified needs of patrons (students, faculty, staff, scholars, researchers and the general population). Ability to collect information, determine options and direct client/patron to a source for help or information.	Communicates general information to patrons. Assists clients/patrons in basic use of technology, resources and facilities. Explains how to obtain requested information if it is not readily available. Uses standard online search strategies to retrieve requested information.	Communicates routine information about assigned functional area. Handles limited number of non-routine requests. Assists patrons in solving problems in using technology, resources and facilities; may assist in a specialized area. Directs/assist clients/patrons in how to obtain a variety of requested information. Uses sophisticated online search strategies for limited subject matter. Negotiates basic search strategies.	Communicates customized information. Solves varied, complex, and non-routine problems using technology, resources and facilities. May assist in creating student projects. Directs/assist clients/patrons in obtaining requested information in a specialized area(s). Uses analysis and complex search strategies to obtain results.

<b>Data/Information/Records Management</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Ability to use appropriate data collection policy and procedures, filing systems, data management systems, and programs. Ability to compile, assimilate, organize and store printed and electronic information. Ability to review, compile and may analyze information to prepare reports.	Locates basic data housed in centralized library system. Identifies problems and consults with higher-level employees. Transfers materials using established technique. Uses established filing and data systems, functions, and /or procedures. Reviews data and information using standard library guidelines.	Creates basic reports. Identifies problems or obstacles, selects among a limited variety of resources for guidance, identifies alternative solutions, and refers more complicated problems to a higher level. Ensures quality control by reviewing formatted materials. Records, compiles, and summarizes data using established format. Compiles and organizes library information from different sources to develop reports and data.	Compiles in-depth reports that have distinguishing parameters. Analyzes information to effect possible changes in library functionality. Identifies problems or obstacles, selects resources for guidance, identifies alternative solutions, and resolves problems independently. Manipulates materials from one specified format to another without clearly defined procedures, requiring interpretation and additional independent research into acceptable practices. Independently formats materials requiring interpretation and research. Reconfigures and redesigns library data. Extrapolates key data elements.
<b>Instruction</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Ability to instruct and trains employees, students, faculty and/or other clients/patrons in information gathering techniques, appropriate procedures, practice and/or equipment operation.	May lead or provide instruction on general library standards, procedures, techniques, systems, working manuals, and reference sources. Listens and responds to routine questions. Proactively provides assistance. Provides one on one coaching and/or written instructional information.	May lead instruction on functional areas. Listens and responds to non-routine inquiries about services offered, supplementary resources, or other relevant information. Develops basic instructional materials/finding aides that effectively communicate library technical terminology.	Provides in-depth instruction in a functional area. Identifies, develops, and modifies instruction to meet needs of various audiences. May provide technical support to librarians.

<b>Communication- Oral and Written</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Ability to convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Skill in listening and responding appropriately to others.	Presents ideas in a clear, concise, organized manner. Communicates information to clients/patrons about services, processes, and procedures using prescribed or established guidelines. Refers non-routine questions to appropriate staff.	Explains and interprets programs, policies and procedures. Communicates information related to overall library operations. 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. Recommends service changes based on issues and trends.	Interprets guidelines, answers inquiries and advises others in non-standard situations. Communicates expectations, which may include formal/informal training. Interprets and communicates information to meet patron needs. Demonstrates ability to work with confidential and sensitive information. Responds to non-routine inquiries referred by other staff.
<b>Planning &amp; Organizing Work / Supervision</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Skill in coaching and training peers and/or students. Ability to work independently within applicable policies and procedures.	Coordinates tasks and establishes priorities. Directs, assesses, and trains student workers; may recruit.	Plans and facilitates the activities of the library unit. Coordinates to complete tasks. Directs, assesses, trains, and recruits student workers in one or more functional areas. May serve on search committees. Evaluates and assesses workflow and staffing resources.	Facilitates work flow in dynamic work unit. Coordinates and directs the library activities. May develop new processes or procedures. May supervise staff and student workers in applying operational policies and procedures. Oversees student budgets. May serve on search committees for employees. Recommends changes to work flow processes and staffing levels.
<b>Training &amp; Education</b>	Minimum Training and Education for the Band: Completion of high school and two years experience in office support, preferable as a library technician in a library or equivalent combination of education and experience.		
<b>Special Note:</b>	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		