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LIBRARY/MUSEUM JOB FAMILY – LIBRARY/MUSEUM ASSOCIATE

JOB FAMILY CONCEPT: The Library/Museum job family provides customer service and is responsible for the planning, development, and administration of library/museum services and programs in order to promote and support student success, research, instruction, and public outreach. This family performs cataloging; acquisition, management, maintenance, and preservation of library/museum collections; accessibility of resources; development and application of special information systems; development of educational/outreach programs; dissemination of collections to scholars, students, and the public.

LIBRARY/MUSEUM ASSOCIATE

The Library/Museum Associate role provides library/museum technical support and assistance for daily operations by providing a variety of Library/Museum activities that may include but not limited to: storage, circulation/reference desk procedures, inventory, collections, and assists with programs and displays. The Library/Museum Associate role acquires, prepares, files, withdraws, repairs, reconditions, circulates, and controls the distribution of materials. The Library/Museum provides general information on policies and procedures to customers.

The **Library/Museum Associate** role is distinguished from the **Library/Museum Specialist** role in that it is a support role providing assistance in library/museum functions. Competencies in this role are typically earned through on-the-job training. The **Library/Museum Specialist** role typically requires professional preparation and the application of library/museum theory.

LIBRARY/MUSEUM ASSOCIATE 1

Typical Functions

- Performs routine customer service and tasks to ensure the smooth operation of a library/museum unit.
- Provides customer service or support in one or more technical area(s);
- Orders, receives, catalogs, shelves, pages, files, circulates, enters data and maintains collections;
- Organizes and directs activity involved in the storage, loan and return of materials;
- Provides basic guidance and assistance to patrons in the routine use of materials and facilities.
- May provide routine work direction for student employees performing similar functions.

Complexity and Decision Making Authority

Work is typically performed under direct supervision, resolving most routine issues independently and referring complex or unique issues to a supervisor or higher-level worker.

Knowledge, Skills, and Abilities

Excellent customer service skills. Effective communication skills. Basic computer skills. Attention to detail. Ability to conduct research.

Education/Experience

High School diploma or equivalent.

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LIBRARY/MUSEUM ASSOCIATE 2

Typical Functions

- Performs technical support and customer service to library/museum professionals or patrons in one or more area(s).
- Creates and maintains records and correspondence for special collections, exchange programs, gifts, and other projects.
- Maintains statistical data and prepares reports reflecting usage.
- Performs duties in the preparation, installation, and care of books, museum exhibits and works of art.
- Assists in training and serves as a resource for others.
- Assists in the investigation, acquisition, organization, and/or dissemination of all types of materials.
- Performs copy cataloging and may provide assistance with creation of original catalog descriptions.
- Monitors usage and renews subscriptions and licenses.
- May provide work direction or supervise student employees and/or delegates work assignments and reviews work for accuracy and completeness.

Complexity and Decision Making Authority

Work is typically performed under general direction referring complex or unique issues to a supervisor. This level is distinguished by the complexity of assigned work and has greater knowledge of operational and technical tasks related to library/museum services.

Knowledge, Skills, and Abilities

Basic computer skills. Analytical skills and ability to synthesize information. Knowledge of operational and technical tasks related to library/museum services.

Education/Experience

High school diploma or equivalent. Experience in a library/museum or related setting.

LIBRARY/MUSEUM ASSOCIATE 3

Typical Functions

- Performs technical support and specialized assistance to library/museum professionals or patrons in one or more area(s) or has operational supervision of day-to-day functions and staff of a public services area.
- Investigates, acquires, organizes, and/or disseminates of all types of materials.
- Examines and assesses collections to establish storage and conservation requirements by following appropriate standards, policies, and procedures.
- Determines whether objects need repair and chooses the safest and most effective method of repair.
- Restores, installs, maintains, or prepares objects in collections for storage, research, or exhibit to ensure their preservation.
- Reviews and solves complex bibliographic identification problems.
- Performs complex and specialized searches for various materials.
- Resolves complaints and makes recommendations for procedure/policy modifications as appropriate.
- Maintains records and correspondence for special collections, exchange programs, gifts, and other projects.
- Maintains statistical data and prepares reports reflecting usage.
- May work with specimens such as fossils, skeletal parts, botanicals, artifacts, textiles, or art.

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- May provide operational management of student staff performing circulation services to include hiring, training, scheduling and daily oversight.

Complexity and Decision Making Authority

Work is typically performed under general direction referring complex or unique issues to a supervisor. This level is distinguished by the complexity of assigned work and has greater decision-making authority and ability to identify options and develop solutions for unique or unprecedented situations.

Knowledge, Skills, and Abilities

Working knowledge of operational and technical tasks related to library science or museum services. Basic computer skills. Analytical skills and ability to synthesize information. Demonstrated ability to conduct research and knowledge of research methods.

Education/Experience

High school diploma or equivalent. Several years of experience in a library/museum setting with demonstrated experience in relevant functional area.