

# Position Classification Standard for Library Technician Series, GS-1411

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## SERIES DEFINITION

This series includes all positions that primarily require a practical knowledge of the methods and techniques of library or related information work in acquiring, organizing, preserving, accessing, and/or disseminating information. Library technicians provide technical support by performing a wide variety of tasks providing direct services to the public and indirect technical services such as materials acquisition, copy cataloging, support of automated systems, or other similar work in support of library or related information programs and operations. The work requires a practical knowledge of library or related information services, tools, and methods and procedures.

This standard cancels and supersedes the standard for the Library Technician Series, GS-1411, issued in June 1966.

## EXCLUSIONS

1. Classify positions that require professional knowledge of librarianship in the [Librarian Series, GS-1410](#).
2. Classify positions that require both a practical knowledge of one or more library or information functions and a broad knowledge of one or more professional, scientific, or technical disciplines or fields of interest sufficient to understand the significance and relationships of the concepts and ideas contained in the information in the [Technical Information Services Series, GS-1412](#).
3. Classify positions that involve primarily stenography, typing, or office automation work (i.e., word processing, either solely or in combination with clerical work) in the [Clerk-Stenographer and Reporter Series, GS-0312](#), the [Clerk-Typist Series, GS-0322](#), or the [Office Automation Clerical and Assistance Series, GS-0326](#).
4. Classify positions in the appropriate clerical or technical series that require as the most important qualification clerical or technical knowledge in a specialization other than library work.
5. Classify positions that primarily involve clerical or technical support of professional contracting work in the [Procurement Clerical and Technician Series, GS-1106](#).
6. Classify positions in the [Computer Clerk and Assistant Series, GS-0335](#), or the [Computer Operation Series, GS-0332](#), when the work primarily involves data processing support and services (including "tape library" positions) or operation of digital computer systems. Many libraries have positions that require work in support of automated systems. Classify these positions in the Library Technician Series, GS-1411, when the primary requirement of the position is a practical knowledge of library methods and procedures.

7. Classify positions that require as the most important qualification a practical knowledge of archival methods, procedures, and techniques in the [Archives Technician Series, GS-1421](#).
8. Classify positions in the [Medical Records Administration Series, GS-0669](#), or the [Medical Records Technician Series, GS-0675](#), when they involve primarily the analysis and administration of diagnostic and therapeutic medical records.
9. Classify positions in the [Miscellaneous Administration and Program Series, GS-0301](#), when they involve nonprofessional, two-grade interval (i.e., administrative) library or information work for which no other series is appropriate. Classify positions in the Library Technician Series, GS-1411, when they involve single-grade interval work, that primarily requires a practical knowledge of the methods and techniques of library and related information work.
10. Classify positions in the [Miscellaneous Clerk and Assistant Series, GS-0303](#), when they involve clerical, assistant, or technician work for which no other series is appropriate.

## OCCUPATIONAL INFORMATION

Library technician work varies over a wide spectrum of library or related information functions and over many levels of responsibility and complexity. Since the primary purpose of the library or information center is to organize and manage information in such a way as to provide relevant and timely information to the clientele, library technicians work to support this mission in all its aspects.

Library technician work, particularly at the higher levels, may appear similar to some of the work performed by librarians. Technician work is, however, essentially to support the work of librarians or information specialists. This is true even of very highly skilled work or work that is carried out with a great degree of independence. Certain functions, such as interlibrary loan work, may be performed by either library technicians or by librarians. For detailed guidance on distinguishing technical support work from professional work, see the [Introduction to the Position Classification Standards](#) and [The Classifier's Handbook](#). Use these references to determine whether or not the function as performed in a given setting requires primarily the application of professional knowledge and ability or a practical knowledge of the methods and techniques involved in the function.

**PUBLIC SERVICES** - Library technicians support public service librarians by: charging library materials in and out, and posting changes in manual or automated records and files; shelving library materials and reading shelves (i.e., assuring that all items are in proper call number sequence); answering ready reference questions and assisting users with the public access catalog and other finding aids; assisting users with operation of automated equipment; referring users to outside information sources; conducting limited bibliographic searches of data bases; locating and ordering or photocopying material from other libraries, processing orders and sending materials to other libraries, tracking loaned and borrowed materials to insure timely return; conducting special activities such as children's story hours; preparing and installing

exhibits; announcing special events in newsletters and bulletins; and supporting collection development to recommending new titles and replacements to librarian(s).

**TECHNICAL SERVICES** - Library technicians support technical service librarians by: verifying bibliographic citations, preparing requisitions or other procurement documents, checking in and processing library materials; claiming, i.e., notifying a dealer that an order has not been received within a reasonable period of time, usually concerning missing issues of serial publications; preparing and updating shelf lists (catalogs of the bibliographic items in the library collection, arranged by call number, frequently containing the most up-to-date information on copy and volume holdings); compiling, comparing, and verifying library budget projections against current and past expenditures; identifying and preparing library materials (e.g., unbound periodicals and books needing repairs) for binding or rebinding, and writing service orders including specifications on type of binding desired or repair needed; collating and preparing materials for microfilming; checking all materials returned from the bindery or from microfilming for correct processing and billing; repairing minor damage to print materials; and locating and retrieving cataloging records from data bases, making adaptations and additions in the record to conform to the individual library's bibliographic identification system.

Some library technicians, in addition to performing library tasks, also perform duties related to automated systems. Other technicians serve as the person-in-charge of the library after regular business hours, or as the person-in-charge of a small branch library.

**IMPACT OF AUTOMATION** - The spread of automation in Federal libraries has affected library technician work primarily through the gradual elimination of much of the routine but labor-intensive record keeping and other paperwork traditionally performed by library technicians. In libraries where the major library functions are not fully automated, library technicians must still stamp materials being charged out and returned, type and file several cards for each item, update the card catalog, manually compare records to determine when an item is overdue or an invoice is incorrect, type shelf lists and overdue and reserve notices, and the like. Even in these settings, however, the work may be facilitated by personal computers with software that help with such tasks as circulation statistics and spreadsheets for budget preparation.

In libraries with some or all major functions automated, many of the labor-intensive, manual operations previously performed by technicians are now carried out through computerized systems that are operated and maintained by technicians. For example, automated circulation systems use optical scanning of bar code information to charge items in and out, to determine when an item is overdue, to whom it is charged out, and to generate notices to the responsible users. Systems with a claiming module enable rapid identification of missing issues of journals or other serials, and some have links to jobbers' and publishers' systems for easy downloading of ordering data.

The advent of large regional, national, and international bibliographic utilities, available on-line or through electronic storage systems updated by subscription, has revolutionized cataloging and interlibrary loan activities. Prior to these developments, cataloging records were typically created at each library by a librarian. The cataloging of most routine types of materials in

Federal libraries is now performed by library technicians through the process of copy cataloging. This involves searching bibliographic data bases for an existing record of the item to be cataloged, retrieving the record, and modifying it to conform to local bibliographic practices. Library technicians performing this function must be familiar with standard machine-readable cataloging formats, as well as basic cataloging rules and the conventions of the particular library.

Similarly, much of the interlibrary loan activities that formerly required professional knowledge of bibliographic citations and sources is now performed by library technicians through data base searches. For example, the Online Computer Library Center data base and other bibliographic data bases contain not only cataloging records but information concerning which library originally cataloged the item, as well as information concerning which libraries own the item. A library technician with a request for an item that the employing library does not already have can identify one or more probable sources of the item, and can then electronically or manually place an order to borrow it or to obtain a photocopy or telefacsimile.

Some technicians, because of their extensive experience, are assigned to perform specialized duties in support of a library's automated system. Examples of such duties are installing new equipment, troubleshooting hardware problems, contacting vendors or other maintenance contractors on software, hardware, and/or telecommunications problems, performing corrective operations as directed, and/or maintaining local data bases. However, this does not exclude a position from coverage by this series when the work involves a primary knowledge of library procedures, methods and practices.

A glossary is not included in this standard because any listing of terminology in the library field would be unwieldy or of limited utility due to continued changes in technology. For definitions of standard terms, see the current editions of the ALA Glossary of Library and Information Science, Heartsill Young, Ed., American Library Association, Chicago, and "The Librarian's Thesaurus" by Mary Ellen Soper, American Library Association, Chicago. For current meanings of evolving terms, especially in the automated systems area, consult other appropriate sources that are recognized by the library community.

## TITLES

*Library Aid* is the title for positions in grades GS-3 and below.

*Library Technician* is the title for positions in grades GS-4 and above.

*Lead Library Technician* is the title for positions that meet the criteria in the [General Schedule Leader Grade Evaluation Guide](#).

*Supervisory Library Technician* is the title for positions that meet the criteria for coverage in the [General Schedule Supervisory Guide](#).

### *Parenthetical Titles*

Agencies may choose to add parenthetical titles to the above titles when further distinctions in the work are necessary for recruitment or other purposes. Work that requires a fully qualified typist, data transcriber, stenographer, or that requires knowledge of general office automation procedures together with competitive level proficiency in typing, must be titled using the appropriate parenthetical title.

See the [Introduction to the Position Classification Standards](#) for additional guidance on using parenthetical titles.

## **EVALUATING POSITIONS**

Evaluate positions using the factor-level descriptions and assigned point values in this standard. Use the [Primary Standard](#) and related FES standards to assist in evaluating positions that may warrant higher or lower factor levels than those described. See [The Classifier's Handbook](#) and the [Introduction to the Position Classification Standards](#) for more information.

Apply the [General Schedule Leader Grade Evaluation Guide](#) or the [General Schedule Supervisory Guide](#) to positions that meet the criteria for coverage by these guides.

## **GRADE CONVERSION TABLE**

Total points on all evaluation factors are converted to GS grade as follows:

<b>GS Grade</b>	<b>Point Range</b>
3	455-650
4	655-850
5	855-1100
6	1105-1350
7	1355-1600
8	1605-1850

## FACTOR LEVEL DESCRIPTIONS

### FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

#### *Level 1-2 -- 200 Points*

The work requires knowledge of basic and well-established library procedures related to routine and repetitive aspects of such functions as circulation, acquisition, and disposal of library materials, and collection maintenance and preservation. This includes, for example--

- knowledge of circulation procedures to charge library materials in and out, making changes in records to reflect status, and of reserve procedures to place materials on hold and to notify clients when the requested item has been returned and is ready for pickup;
- knowledge of a commonly used source for interlibrary borrowing, such as a State or university library, to locate an item not in the employing library's collection, and of the basic information required to request the loan of an item;
- knowledge of the basic forms or input screens used to make routine purchases, report discrepancies in orders, renew subscriptions and dispose of discarded items, to prepare final copies and to maintain record files; and
- knowledge of one or a few simple automated data bases to access, enter, retrieve, or correct routine information related to the individual library's holdings using well-established and clear-cut procedures.

#### Illustrations:

- Technicians process incoming books and periodicals by logging in and checking for duplicates in the library's holdings. They send Library of Congress catalog card numbers or other identifying numbers to the vendor to obtain complete cataloging records. Upon receipt, technicians enter the data into the computer to print finished catalog cards and spine or jacket labels with call numbers. They file catalog cards, attach labels and pockets, prepare and insert pocket and shelf list cards, and shelve materials according to call number.
- Technicians charge books, periodicals, and audiovisual materials in and out, noting the status of each item in circulation record files, and neutralize or activate security beeper devices. They check files for overdue items and type overdue notices to borrowers, following standard format for first and second notices. They place books and periodicals on reserve, and notify borrowers in writing or by telephone when requested items are available.
- Technicians borrow books, periodicals, and articles not in the library's own holdings in response to user requests. This involves telephoning the customary source of loans, such as a State, college, or public library, to verify availability of requested items. They prepare

standard request forms, approved by the American Library Association for interlibrary loans, and send them to the loaning institution.

### *Level 1-3 -- 350 Points*

The work requires knowledge of a body of standardized library rules, procedures, and operations related to one or more library functions such as those used to maintain the collection, locate information, process library materials, or assist clientele with routine inquiries. This includes, for example--

- knowledge of circulation procedures to perform all regular duties including issuance and cancellation of borrower cards and resolving recurring problems such as lost or damaged books or magazines;
- knowledge of several interlibrary loan sources, and of standard verification and request procedures to locate and borrow items where requests are frequently incomplete or contain incorrect citations;
- knowledge of programs in a general library to conduct special events, locate materials for exhibits on a given theme, and to prepare announcements of events and programs for bulletin boards and employee newsletters;
- knowledge of library operating policies and procedures and routine reference sources to answer recurring questions from users on such matters as borrowing and access privileges, interlibrary loan procedures and library programs, simple ready reference questions, and recurring questions from vendors on procedural matters; and
- knowledge of one or more automated data bases associated with a specific function, such as interlibrary loan or claiming, sufficient to make standard queries and/or to input standard information and generate reports.

### Illustrations:

- Technicians receive requests for biomedical articles and books not available from the library's own collection. They verify citations, using readily available bibliographic reference tools. They make corrections and completions as necessary, referring more difficult identification problems to a senior technician or a librarian. They access commonly-used data bases and/or university or agency networks to locate sources of items, and input requests to borrow. They periodically generate reports on numbers and types of interlibrary loans (e.g., book, journal article) and sources.
- Technicians maintain a detailed system of circulation controls, such as reserves, renewals, overdues, and loans to other libraries. Applying established circulation procedures and policies, they resolve problems in registration, overdues, and lost or damaged materials. They receive and maintain records on materials borrowed from other libraries. They arrange



for the extension of loan periods and for replacement of lost or damaged items, usually through direct contact.

- Technicians maintain the shelves or housing of a special collection, such as rare books, collections of personal papers, or music. They search for items based on call slip giving author, title, and call number. They locate requested items using a general familiarity with the specialized terminology and the special classification scheme of the collection. When unable to locate an item, technicians use standard reference tools to verify such information as correctness of title or spelling of the author's name. They read shelves periodically, rearranging misplaced material and notifying a senior technician or librarian of missing items.

### *Level 1-4 -- 550 Points*

The work requires indepth or broad knowledge of a body of library regulations, procedures, and policies related to one or more library functions or specializations. This includes, for example--

- knowledge of large bibliographic data bases and local modifications of standard classification and bibliographic categories to access cataloging records, and to adapt or change bibliographic information to meet specific library classification requirements;
- knowledge of the wide variety of interrelated steps and procedures required to order and process different types of library materials within budget guidelines, comparing prices and services offered by competing vendors;
- knowledge of the public access catalog, periodical index, and other finding aids to assist clientele in finding information in the library's collection, and knowledge of a variety of standard reference sources to answer ready reference questions;
- knowledge of library operating policies, circulation procedures, ready reference sources, and basic operation of user-access equipment (e.g., electronic storage equipment, videotape players) to serve as the employee-in-charge of the library after regular (i.e., full operation) business hours;
- knowledge of publication formats in foreign languages and of romanization tables to perform any of a number of duties involving several foreign languages, such as serials check-in, or locating requested material for loan to other libraries; and
- knowledge of several data bases and manual files used by a large library with several specialized collections to locate material requested by clients or borrowing libraries.

## Illustrations:

- Technicians monitor the library's control system established to assure that all departments of a large medical center receive all issues of periodicals for which there are current subscriptions by checking automated accessions records for missing issues, notifying vendors of nonreceipt, and completing and transmitting appropriate information to claim missing issues. In order to follow up on continuing problems with vendors, they input information on dates of receipt of back issues, nonfulfillment of claims, and other pertinent information such as late publication dates.
- Technicians assist the clientele in the use of library resources by locating materials (e.g., books, reports, periodicals), and by showing users how to find items in the public access catalog, periodical index, electronic storage files, and other finding aids. They answer a wide range of ready reference questions.
- Technicians order technical materials (journals and books) for a military installation using agency procurement manuals, periodical and subscription price lists, and basic references such as "Books in Print." They send purchase requests to publishers and/or jobbers, and check incoming orders for correctness and completeness. They track and report expenditures for these materials and submit information for inclusion in annual reports. They contact technical offices and education coordinators periodically to determine needs for special orders.
- Technicians search the Online Computer Library Center data base for cataloging information on newly-accessioned materials. They review records for errors and omissions in cataloging data, and make corrections and additions using knowledge of machine-readable format and bibliographic data elements. They supplement records with prescribed adaptations, for example, expansions of Library of Congress classification/call numbers for warfare at sea in order to further classify material on submarine warfare, amphibious tactics, sea-to-air missiles, or individual battle memoirs.
- Technicians perform all tasks concerning interlibrary borrowing. This includes suggesting to requesters other possible sources for borrowing material where the library either does not have the item, or the item is too fragile to loan. Based on their own knowledge, technicians recommend against photocopies where significant detail may be lost (e.g., maps, color plates, handwritten notes). They recommend limiting or terminating borrowing privileges for libraries that habitually fail to return borrowed material. Using indepth knowledge of the library's various specialized collections and classification schemes, they locate material to be loaned and determine its availability, often on the basis of sketchy or erroneous data in the request.

*Level 1-5 -- 750 Points*

The work requires either a knowledge of standard, professionally accepted techniques and methods of a library, library system, or of a specialty area to perform complex support work, or to carry out limited projects that involve the use of a variety of specialized technical methods and procedures. This includes, for example--

- knowledge of the larger library or library system's practices and procedures in functions such as circulation, organization of the material, and preservation to manage a small branch under general professional guidance;
- knowledge of bibliographic data elements and cataloging rules to perform limited original descriptive, or preliminary, cataloging of monographic-type material;
- knowledge of the complex and changing bibliographic elements governing serials in a wide variety of scientific and technical subject areas to identify and account for each journal and issue, to renew subscriptions and prepare current cost data and forecasts, and to claim missing issues and other items on a timely basis; and
- knowledge of manual and automated reference tools including external data bases and the library's collections to provide ready reference services to scientists and engineers.

**Illustrations:**

- The technician provides acquisition services under general professional supervision for a library system serving a large and varied clientele including attorneys, paralegals, and economists. The technician verifies bibliographic information and order data on all outgoing orders by searching catalogs, bibliographies, and trade journals for hard-to-find data not located by lower grade library technicians. The technician follows established policies and practices of the library system to make recommendations on such matters as the need for acquisitions of duplicate copies, variant editions, and additional or alternate sources for acquisition of library materials.
- Technicians search large in-house data bases for duplicates of newly accessioned books. They perform preliminary cataloging of nonduplicates, recording such information as title data, personal name (i.e., author, editor, or compiler), edition data, publisher, and place and date of publication, adding information such as number of pages and physical dimensions. They input the information to the data base in machine-readable format.
- Technicians use standard cataloging rules, foreign language guides, subject guides, and romanization tables to do original descriptive cataloging of monographic materials in English and several foreign languages. They determine the authority heading for personal and corporate names based on standard rules, subject guides, library precedent, and professional guidance. Where there are variant versions, technicians merge data under a single authorized heading.

- Technicians provide ready reference services for scientists in a research facility by using manual and automated reference tools, and by searching internal and external data bases to resolve difficult identification problems. They identify and obtain typically hard-to-find documents, technical reports, and/or data, based on written, telephone, or face-to-face requests. Requests often contain inaccurate or incomplete information.
- The technician serves as the chief technician in an extensive cartographic collection, maintaining automated circulation records, answering inquiries about maps in the collection, locating misfiled maps and atlases and refiling them according to the specialized classification system. The technician maintains the catalog of the collection. This involves linking records of newly cataloged items to the listing in the library's overall public access catalog and to the accessions data base, and deleting records of weeded items. The technician arranges for repairs and maintains cost records. The technician assists the cartographic librarian in preparing finding aids, in publicizing new acquisitions, and in giving tours to groups of schoolchildren.
- Technicians perform preliminary cataloging of rare books by first identifying the language used and, based on knowledge of the bibliographic conventions of the time and region, by determining the title, author, and place of origin. They check name authority files for correct form of author and publisher, where appropriate. They recommend addition of names to the authority file and input the information upon final decision by professional cataloger.
- The technician operates a small, physically separate branch library of a large specialized library system, where acquisitions and cataloging are done centrally. The technician performs all duties in connection with circulation, interlibrary loan, shelving and collection maintenance, and publicity. The technician also provides limited reference searches.

## **FACTOR 2, SUPERVISORY CONTROLS**

### *Level 2-2 -- 125 Points*

The supervisor or a senior employee provides instructions on recurring assignments by indicating what is to be done, applicable policies and procedures to follow, deadlines, and priority of assignments. For example, standing instructions may cover the steps involved in charging library materials in and out, borrowing materials from other libraries, or accessing and modifying cataloging records. These instructions may include explanations of how to check files for registration and overdue information, screen requests for articles or books for missing or incompatible information, modify existing cataloging records to match prescribed modifications, and/or use automated systems to access, retrieve, and generate various bibliographic data and reports. The supervisor or others provide additional, specific guidance and reference sources on new or difficult assignments (e.g., those not covered by standing instructions).

Employees use initiative to perform recurring or individual assignments independently (e.g., investigate recurring discrepancies in journal issues accessioned by the library, obtain missing information for interlibrary loan requests, or explain library procedures to clientele). Employees

refer situations not covered by initial instructions or precedents to the supervisor or a senior employee for assistance.

The supervisor or others evaluate the accuracy and adequacy of completed work and methods used through indicators such as the frequency and nature of problems resulting from errors in processing or reshelving, problems with responding to inquiries or requests, the nature and frequency of complaints from clientele or others, and through a review of reports or other controls built into the system.

Note: At level 2-2, some employees work more independently than others. This is because, over a period of time, they have developed knowledge of the library's objectives, priorities, alternative methods, and operating policies and procedures that influence how library support work is done, and the kind of adaptations or exceptions that can be made. These employees carry out recurring assignments with less initial or in-progress supervisory consultation, although deviations from "standing instructions" still must be approved by the supervisor.

### *Level 2-3 -- 275 Points*

The supervisor or other designated authority outlines objectives, priorities, and deadlines and provides guidance on dealing with unusually involved or one-of-a-kind situations. Work is typically assigned as an area for which the employee has ongoing responsibility.

Employees independently plan and carry out the successive steps to complete library support duties and use established library techniques and methods to resolve problems and deviations. Problems and deviations include, for example, library materials that are difficult to locate, clients who request unusual services, or unusual error messages from automated systems. This may result because of the specialized nature of the materials (e.g., maps, technical subject matter, foreign languages), frequent and unpredictable change of such bibliographic data as titles and sources, conflicting citations or lack of bibliographic information, data bases that are difficult to search, fragile or rare materials, or other conditions.

The supervisor or others review completed work for appropriateness, technical soundness, and conformity to policy and requirements. In some situations, work can be reviewed only after the fact in response to complaints from clientele, publishers or jobbers, or others. The work methods employees use are not normally reviewed in detail.

## **FACTOR 3, GUIDELINES**

### *Level 3-1 -- 25 Points*

Specific, detailed guidelines, such as library procedural manuals and checklists, standard formats and forms, and microcomputer operating instructions cover the important aspects of the work, and are readily applied.

The employee follows clear-cut guidance and instructions. The employee must adhere to the established guidelines and refer deviations to the supervisor or others for assistance or resolution.

### *Level 3-2 -- 125 Points*

A number of established procedures and specific guidelines are available in the form of library procedures, computer instructions and manuals, precedent actions, machine-readable cataloging format manuals, cataloging rules, special collections classification guides, "Books in Print," vendor and price lists, and processing instructions.

Because of the number and similarity of guidelines and work situations, the employee must use judgment to identify and select the most appropriate procedure to use, choose from among several established alternatives, or decide which precedent actions to follow as a model. There may be omissions in guidelines, and the employee is expected to use some judgment to handle aspects of the work not completely covered (e.g., when responding to questions from clientele or organizing daily tasks). The employee refers situations requiring significant judgment to the supervisor or others for guidance or resolution.

### *Level 3-3 -- 275 Points*

Established library techniques and methods are available, but they are not completely applicable to many aspects of the work. For example, the employee uses experienced judgment on the fragility of an item or its reproducibility in determining whether another library may borrow the document, whether it may obtain a photocopy, or whether it must be referred to another source.

The employee uses judgment to interpret guidelines, adapt procedures, decide approaches, and recommend solutions to specific problems. This includes, for example, locating seldom used or little-known guides to track obscure materials or to locate outside sources such as publishers, authors, other libraries, Government agencies, or private organizations for confirmation or denial of the existence of vaguely or erroneously described materials, or for developing sources for interlibrary borrowing. The employee analyzes the results of applying guidelines and recommends changes. These changes may include, for example, suggesting changing vendors in order to get more reliable subscription service.

## **FACTOR 4, COMPLEXITY**

### *Level 4-2 -- 75 Points*

The work involves performing related procedural duties or technical operations of limited scope or difficulty. For example, circulation and registration duties may include charging library materials in and out using manual or automated systems, placing items on reserve and notifying clients when the item is available, preparing overdue notices, and explaining library policies on damaged or lost items to clients.

The employee makes decisions involving choices such as how to locate specific items requested by users (newspaper or journal articles, books, photographs, maps), how to verify bibliographic information and correct erroneous entries, or how to modify cataloging records to reflect the individual library's classification categories, or by selecting from among other clearly recognizable alternatives.

Actions taken are similar although the specific pattern of actions taken may differ, such as order and kinds of contacts made, reference sources checked, corrections made depending on the discrepancy or error, or the particular library from which to borrow depending on the item requested.

### *Level 4-3 -- 150 Points*

The work involves performing various duties involving the use of different and unrelated procedures and methods in support of major library functions such as acquisition, cataloging, or reference. Different procedures may be required, for example, when several kinds of library materials are involved that require different handling and processing; serials' titles and frequency of issuance are continually changing; functions assigned are relatively broad and varied such as instructing clientele on methods and processes for locating information; or procedures are interrelated with other systems (e.g., computer center, finance office).

The employee identifies the nature of the problem, question, or issue, and determines the need for and obtains additional information through oral or written contacts and by reviewing operating procedures, library policies, and standard references. The employee may have to consider previous actions and understand the differences or similarities of each to the issue at hand before deciding on an approach.

The employee makes recommendations or takes action based on a case-by-case review of the issues or problems involved in each assignment or situation, taking into account interrelationships among various sources of materials, data bases, or vendors/ publishers.

## **FACTOR 5, SCOPE AND EFFECT**

### *Level 5-1 -- 25 Points*

The work involves performing limited, repetitive, or closely related tasks, such as logging in newly accessioned library materials, stamping and filing cards, and/or verifying repetitive kinds of data.

Assignments facilitate the work of higher grade employees and clientele. For example, entering cataloging information from cards into a data base to enable a higher grade technician, a librarian and/or users to access the information directly, stamping and filing catalog and shelf list cards to maintain current circulation information, and labeling and shelving library materials so that they can be easily located. The work relieves higher grade and professional employees of some of the more routine aspects of the work.

### *Level 5-2 -- 75 Points*

The work involves performing a range of library support tasks that are covered by well-defined and precise program procedures and regulations.

Work products, in the form of corrected bibliographic information, detailed records of circulation and interlibrary loans, claiming of missing serial issues, adaptation of cataloging records to the individual library's classification system, or client assistance, affect the accuracy and reliability of the work of other technicians, professional librarians, and the accurate and timely provision of requested information to clientele.

### *Level 5-3 -- 150 Points*

The purpose of the work is to serve as a point of contact for most technical aspects of assigned support function and/or to apply numerous established practices to treat a variety of problems or situations in the organization, or to locate and provide information. For example, interlibrary loan work may involve decisions on continued borrowing privileges by libraries with a poor record of return as well as locating and delivering the requested items. Preliminary or descriptive cataloging may include foreign language materials or rare books. Such cataloging may include use of online data bases. Ready reference may include searching one or more data bases. User instruction may include several available methods and processes to locate information. The employee treats these or similar situations in conformance with established procedures.

The work results in recommendations, solutions, or reports that directly affect the library's ability to meet clientele information needs in the most effective/efficient manner. For example, after reviewing claiming records, the employee may identify a pattern of nonfulfillment or delinquencies and recommend changing to another vendor. Systems work in troubleshooting and data base maintenance affects professional decisions on acquisition of new software and equipment and changes in configuration.



**FACTOR 6, PERSONAL CONTACTS  
AND  
FACTOR 7, PURPOSE OF CONTACTS**

Match the level of regular and recurring personal contacts with the purpose of the contacts and credit the appropriate point value using the chart below.

*The Persons Contacted are:*

1. Contacts are with employees in the immediate organizational unit or in closely related units, such as a computer service office.

AND/OR

Contacts are with clientele and/or vendors in very highly structured situations. For example, contacts with clientele are primarily limited to charging library materials in and out, and notifications that reserved materials are available to the requester. Vendors may be seeking a meeting with a librarian or senior technician.

2. Contacts are with employees in the same agency, but outside the immediate organization. For example, contacts may be with clientele, personnel in supply, contracting, finance, or computer services.

AND/OR

Contacts are with members of the general public in a moderately structured setting. For example, contacts may be with vendors or publishers who are explaining reasons for delays or who are attempting to expedite urgently needed items, or who are interested in doing business with the library; or with technicians or librarians at other libraries, Federal or non-Federal, to loan or borrow items; or with family members of military personnel or schoolchildren/high school students to provide basic library services (circulation, ready reference, tours, story hours).

*The Purpose of Contacts is:*

- A. The purpose of the contacts is to obtain, clarify, or provide information related to library functions. This may involve situations such as informing a client that a reserved book has arrived, showing clients how to use the public access catalog, or training an employee to perform copy cataloging.
- B. The purpose of the contacts is to plan and coordinate actions to correct or prevent errors, delays, or other complications involved in organizing and processing library information. This may involve working with the contracting office to prevent or overcome delays in obtaining vendor subscription services, requesting that another library use telefacsimile or

other rapid document delivery methods, working with a vendor to resolve operating problems with computer equipment, software or communications links, or contacting a client or other library to resolve incorrect or incomplete bibliographic information.

C O N T A C T S	P U R P O S E		
		a	b
	1	30	60
	2	45	75

**FACTOR 8, PHYSICAL DEMANDS**

*Level 8-1 -- 5 Points*

The work is sedentary and includes no special physical demands. It may involve some walking, standing, bending, or carrying of light items.

*Level 8-2 -- 20 Points*

The work requires some physical exertion such as long periods of standing; or recurring activities such as bending, crouching, stooping, stretching, reaching; pushing loaded book trucks; or recurring lifting of moderately heavy items such as boxes of books or journals.

**FACTOR 9, WORK ENVIRONMENT**

*Level 9-1 -- 5 Points*

Work involves everyday risks or discomforts typically associated with libraries, offices, and meeting and training rooms. Work areas are adequately heated, lighted, and ventilated.