

**BOARD OF REGENTS
STATE OF IOWA
REGENT MERIT SYSTEM**

Class Title: Library Assistant IV

Class Code: 1505

Pay Grade: 512

GENERAL CLASS DESCRIPTION:

Under general supervision, performs highly complex library duties requiring independent judgment, creative thought and a thorough understanding of selected principles of libraries and information science. Duties involve the use of the library's automation system, various software packages, conventional library materials and office equipment. Provides supervision as required for student employees.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Performs public service and/or technical processing duties by applying in-depth knowledge of unit, library, university, consortium, and national policies, procedures, rules, standards and codes.
2. Applies broad and in-depth knowledge of the library's automated system modules in such activities as searching for and creating complex records and resolution of especially difficult problems.
3. Applies broad and in-depth knowledge of software packages such as print and electronic document processing, spreadsheets, or specialized applications used by the unit.
4. Responds to serious user problems in person or in writing and/or deals with serious problems involving other university offices and outside agencies such as libraries and vendors.
5. Responsible for complex communication and public relations related to problems and policy interpretation. Provides user education; and develops complex documentation.
6. Develops and recommends unit and library policies/procedures and sets priorities.
7. Provides supervision as required to student employees.
8. Manages a large unit; serves on library-wide decision-making groups.
9. Uses complete authority to interpret policies, make exceptions and negotiate.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

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10. Applies basic knowledge of local automated system architecture and tables; develops testing scenarios; diagnoses and works to resolve problems; develops workflows and training documentation based on knowledge of the system.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. In-depth knowledge of unit's routines, functions, policies, procedures, and forms.
2. Ability to communicate effectively with staff and library users, orally and in writing, including the ability to author procedures, policy recommendations, and user education materials.
3. Knowledge of library, academic, and bibliographic vocabulary.
4. Skill in utilizing a computer, software, online systems, and conventional office equipment.
5. Ability to professionally respond to a variety of queries from library users, staff, and outside agencies requiring judgment and negotiation skills.
6. Ability to accurately follow and interpret oral and written instruction and exercise judgment in its application.
7. Ability to work independently, create and organize workflow, and prioritize multiple tasks for self and others.

MINIMUM ELIGIBILITY REQUIREMENTS:

1. Four years of library work experience, or
2. A combination of related work experience, undergraduate education, and/or post-high school library training totaling five years.