

Library/Museum Job Family: **Technical Services Assistant Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Technical Services Assistant I INDIVIDUAL CONTRIBUTOR	Technical Services Assistant II INDIVIDUAL CONTRIBUTOR	Technical Services Assistant III INDIVIDUAL CONTRIBUTOR	Technical Services Assistant IV INDIVIDUAL CONTRIBUTOR	Technical Services Assistant V INDIVIDUAL CONTRIBUTOR
Perform straightforward searching of local databases.	Search local and national databases to identify or verify bibliographic and authority information.	Search local and national databases for information pertaining to material that may be complex due to language, format, subject or publication pattern.	Search local and national databases for information pertaining to material that may be complex due to language, format, subject, or publication pattern.	
Edit on-line records.	Record receipt of material and update appropriate on-line records.	Load electronic invoice records.	Create large or complex serial invoices, identifying and resolving associated problems.	
Receive, sort and distribute incoming library materials.	Sort incoming library materials for review or selection by assigned staff (gifts, approvals, exchanges, samples, etc.).		Coordinate and organize the activities of a processing unit or operation, for example gifts processing.	
Produce spine labels and complete final processing for materials added to collection (plating, stamping, bar coding, insertion of security strips, etc.).				
	Create preliminary records in local and/or national databases.			

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	Correspond with vendors to resolve routine problems identified during check-in process or review of system-generated problem list; process vendor reports, claims and cancellations; update on-line records as appropriate.	Communicate with vendors to resolve acquisitions problems relating to duplicate shipments, unfilled orders, complex invoices, etc.	Serve as primary contact with vendors servicing large accounts; investigate and resolve subscription and claiming problems, particularly those that have proved difficult to resolve.	
	Create and maintain serial check-in records, maintenance of which includes updating MARC holdings, editing and revising receipt information as necessary.	Import and load vendor files for MARC records into the online database.	Execute batch processing and participate in metadata conversion and data transfer activities in other CUL discovery systems.	Coordinate in the development, implementation and execution of batch processing; includes automated extraction, updating, exporting and creation of MARC catalog records as well as the development and use of related reports.
	Create order and invoice records to meet appropriate CUL guidelines and library management system requirements.	Create order and invoice records, including those for more complex acquisitions (continuation, loose-leafs, electronic resources, memberships, etc.), meeting appropriate CUL guidelines and library management system requirements.	Create and/or significantly revise holdings records to reflect the receipt of complex materials, changes in status, etc., exercising considerable judgment concerning cataloging rules and CUL guidelines.	
				Understand the application of existing licensing rights and restrictions.
	Add copies to existing permanent online records, exercising judgment concerning matching items in hand to correct records.			
	Search, interpret, create, and/or update acquisitions and cataloging records.			
			Order e-resources through established accounts; understand specialized and contractual accounts, licensing and processing requirements.	Manage the ordering of e-resources through established and new accounts; understand specialized and contractual accounts, licensing and processing requirements.

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			For e-resources understand the accounts contractual commitments and manage changes and/or additions to these accounts.	Understand and be aware of different ordering and processing requirements for both print and electronic versions.
	Possess a basic understanding of the USMARC formats, cataloging rules and CUL guidelines.			
	Resolve problems associated with processing, such as errors in book marking.			
		Assign vendors and/or funds to orders following established guidelines, creating vendor records as needed.	Review/approve all orders to be placed; assign vendor and fund codes for orders which require considerable judgment concerning the publishing industry, vendors, and CUL guidelines.	
		Provide acquisitions support and resolve problems associated with ordering, vendor selection, receiving, claiming and invoicing for specialized acquisitions (government documents, approval plans, CJK materials, etc.).	Serve as primary contact with vendors, suppliers, and co-workers for specific language materials	
		Create permanent bibliographic records following (FASTCAT) guidelines, editing headings as appropriate according to established guidelines.		
		Revise data in permanent bibliographic, authority, and holdings records to reflect the receipt of complex material, changes in status, etc., exercising considerable judgment concerning cataloging rules and CUL guidelines.		

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		Perform database management, clean-up, and problem resolution tasks in various digital library management systems.	Develop and run MS Access queries	
		Partner with IT to support desktop productivity and discipline specific software and hardware.		
			Assist in the maintenance of statistical and other records of batch record loads and extracts.	
			Monitor, analyze and respond to access-related problems reported through various means, including contacting the vendor to resolve the problem.	Work with vendors to resolve complex access-related problems.
		Order, receive, and process materials in a wide variety of formats, including sound recordings, scores, video recordings, electronic resources, etc.	Receive and process electronic resources for local loading and access, requiring specialized technical skills.	Ensures continued access to electronic resources after acquisition, including knowledge of licensing and contractual details, and bibliographic control perspectives
			Participate in planning and decision-making for a processing unit.	
			Assist in development of automated scripts to run batch jobs	
		Assist staff with questions concerning simple computer policies and procedures.	Maintain URLs and other linkage for electronic resources, and discovery systems including troubleshooting problems; create, update and maintain records in the e-resources management system.	Create, modify and apply existing scripts for use in automated routines; analyze automation protocols and develop new tools and techniques.

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			Assist in designing and maintaining websites; edit website for content and troubleshoot website problems.	
			Conduct metadata needs assessments and analyses for digital projects or programs following precedents established in previous projects or existing programs.	
			Develop metadata element set application profiles that follow metadata standards, guidelines, or best practices as applied in CUL projects and programs.	
			Analyze metadata for various database management projects; including the identification of patterns and data consistencies that can be used for automated processing.	Create and apply automated scripts and macros when appropriate to update and maintain existing metadata.

**JOB FACTOR PROFILE TABLE**

FACTOR PROFILE	10947 TECHNICAL SERVICES ASSISTANT I, BAND A	10948 TECHNICAL SERVICES ASSISTANT II, BAND B	10949 TECHNICAL SERVICES ASSISTANT III, BAND C	10950 TECHNICAL SERVICES ASSISTANT IV, BAND D	10951 TECHNICAL SERVICES ASSISTANT V, BAND E
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school Diploma and up to 1 year relevant experience or equivalent combination	High school Diploma and up to 2 years relevant experience or equivalent combination	Associate's degree and up to 2 years relevant experience or equivalent combination	Bachelor's degree and up to 2 years relevant experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination
IMPACT	Extend beyond the department.	Extend beyond the department.	Extend beyond the department.	Extend beyond the college/unit.	Extend beyond the college/unit.
CONTACTS - INSIDE	Receive information Provide information	Assists others Cooperation of task completion Handle confidential information	Receive information Provide information	Assists others Cooperation of task completion Handle confidential information	Assists others Cooperation of task completion Handle confidential information
CONTACTS - OUTSIDE	Limited contact	Limited contact	Limited contact	Conduct straightforward business Obtain or provide general factual information Handle confidential information	Limited contact
CONTACTS - STUDENTS	Provide information or instruction on policies/procedures.	Provide information or instruction on policies/procedures.	Provide information or instruction on policies/procedures.	Provide information or instruction on policies/procedures.	Provide information or instruction on policies/procedures.

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SUPERVISION	None given.	None given.	None given.	Students Temporaries On-the-job training	Students Temporaries On-the-job training
COMPLEXITY	Tasks related to one specific area of work	Focus on an entire field	Focus on both an entire field and related areas	Focus on both an entire field and related areas	Focus on both an entire field and related areas
LEVEL OF DECISION MAKING	Responsible for routine decisions within limits prescribed by established policies or by supervisor	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities
FREEDOM OF ACTION	General Supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	General Supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	Very general supervision Resolve most questions Accomplish most tasks alone Keep supervisor informed of progress	Very general supervision Resolve most questions Accomplish most tasks alone Keep supervisor informed of progress	Little guidance Accomplish work activities, Rarely referring situations to supervisor.
SUPPORT SKILLS – WRITING	Limited responsibility, OR is position's area of work.	Limited responsibility, OR is position's area of work.	Limited responsibility, OR is position's area of work.	Provides a non-standard response or prepares written material that requires some research	Provides a non-standard response or prepares written material that requires some research
SUPPORT SKILLS – COMPUTER	Use a variety of business or technical programs to complete information management or production tasks.	Use a variety of business or technical programs to complete information management or production tasks.	Use a variety of business or technical programs to complete information management or production tasks.	Use a variety of business or technical programs to complete information management or production tasks.	Use a variety of business or technical programs to complete information management or production tasks.
WORKING CONDITIONS - PHYSICAL	Lift 10 to 20 lbs.	Lift 10 to 20 lbs.	Lift 10 to 20 lbs.	Lift 10 to 20 lbs.	Lift less than 10lbs.

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WORKING CONDITIONS - VISUAL	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity
WORKING CONDITIONS - HAZARD	Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.	Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.	Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.	Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.	Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.