



Library/Museum Job Family: **Public 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

Public Services Assistant I INDIVIDUAL CONTRIBUTOR	Public Services Assistant II INDIVIDUAL CONTRIBUTOR	Public Services Assistant III INDIVIDUAL CONTRIBUTOR	Public Services Assistant IV INDIVIDUAL CONTRIBUTOR	Public Services Assistant V INDIVIDUAL CONTRIBUTOR
Charge and discharge materials.				
Initiate tracers and recalls.				
Process reserve materials.	Assist with Reserve Processing.			
Retrieve and shelve materials.				
Solve problems relating to missing items or mis-shelved/misfiled materials.	Solve routine problems relating to the circulation of materials, the treatment of reserve items, missing items, or complex filing/shelving of specialized materials.			
Identify materials for special repair treatments; perform simple book repair.				
Coordinate collection management tasks such as shelving, shifting inventory, and small- to medium-sized book moves.	Monitor stack space needs, plan collection moves, and shift materials as needed be responsible for large or complex stack areas.	Oversee collection management activities, including scheduling staff, relocating and moving library materials, and monitoring space utilization.	Conceptualize spatial problems; plan major moves; coordinate multiple activities; communicate effectively with library users.	

Public Services Assistant I INDIVIDUAL CONTRIBUTOR	Public Services Assistant II INDIVIDUAL CONTRIBUTOR	Public Services Assistant III INDIVIDUAL CONTRIBUTOR	Public Services Assistant IV INDIVIDUAL CONTRIBUTOR	Public Services Assistant V INDIVIDUAL CONTRIBUTOR
	Answer directional, procedural and reference questions, referring to subject specific questions to appropriate reference personnel.	Provide patrons with basic level reference service, handling initial reference inquiries which require judgment and knowledge of specialized reference tools.	Provide information services without backup from the reference staff; determine when follow-up action is needed.	
Answer basic questions, such as hours of operation and layout of facility.		May have some CUL-wide responsibilities such as making library cards, setting up proxies, answering ID card questions or access services questions for other library units and departments.	Provide reference assistance, which often requires judgment, using a broad general knowledge of collections or specific subject knowledge.	
Insert security strips; apply bar codes and marks of ownership.				
	Prepare and maintain basic circulation/reserve/ ILS inventory records, electronic and print materials and their respective patron records including bills.		Supervise/coordinate specialized service such as ILS/documents delivery/photocopy service or electronic and print materials.	Responsible for coordination and supervision of circulation operation; Supervise/coordinate specialized services, special projects, or programs, such as a fee-based reference service.
	Accept payment of bills and fines, process deposits.	Accept payments of bills and fines, issues credits and fees; handle routine bill appeals.	Coordinate billing operation for unit; resolve complex billing issues and appeals.	
	Process delivery requests.			
	Search local/national databases to verify bibliographic information and identify holdings information.	Perform simple and complex bibliographic verifications by searching local/national databases or various print resources for reference, ILS or collection management purposes.	Perform complex subject searches which require knowledge of a second language or subject expertise, using specialized databases or a variety of print and electronic resources for reference, ILS or collection management purposes.	Provide research assistance using multiple languages, in-depth specialized subject expertise, multiple databases and a variety of print and electronic resources.

Public Services Assistant I INDIVIDUAL CONTRIBUTOR	Public Services Assistant II INDIVIDUAL CONTRIBUTOR	Public Services Assistant III INDIVIDUAL CONTRIBUTOR	Public Services Assistant IV INDIVIDUAL CONTRIBUTOR	Public Services Assistant V INDIVIDUAL CONTRIBUTOR
	Monitor the facility to ensure the appropriate use of materials and the safety of both the public and the employees.	Monitor the facility to ensure the appropriate use of materials and the safety of both the public and the employees, if necessary clearing the building of all persons and/or contacting appropriate emergency personnel.	Monitor the facility to ensure the appropriate use of material and the safety of both the public and the employees, if necessary clearing the building of all personal and/or contacting appropriate emergency personnel; this may include complete responsibility for a smaller unit.	Complete responsibility for the safety and security of employees and library users in a large unit, if necessary clearing the building of all persons and/or contacting appropriate emergency personnel; this may include responsibility for an entire physical plant with space outside library envelope.
	Handle routine problems with copiers, faxes, printers, etc. (NetPrint Operator status).			
		May hire, train, schedule and evaluate student employees.	Provide administrative supervision for regular and student staff; work in coordination with supervisor to hire staff.	Provide administrative supervision for regular and student staff; hire, schedule, train and evaluate staff to meet Unit's need on a daily basis.
				Provide high-level reference services, including instructing users in developing research strategies and the use of print and electronic resources.
		Monitor effectiveness of policies and procedures; suggest alternatives as needed.	Resolve complex problems; routinely participate in setting policy and determining operating procedures.	Ensure high level of public services by enforcing and evaluating library procedures and policies.
		Interpret policies; resolve patron disputes.	Interpret policies; resolve patron disputes.	Interpret policies and procedures to users.
		Conduct reference interview.		
		Provide information services without backup from the reference staff; determine when follow-up action is needed.		
			Maintain web sites for department.	Create and maintain web site for department.

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			Perform and/or coordinate a wide range of public or technical service activities during nights and weekends, serving as a major resource in establishing policies and procedures.	Perform and/or coordinate a wide range of public or technical service activities during nights and weekends, serving as a major resource in establishing policies and procedures.
			Partner with IT to support desktop productivity and discipline specific software and hardware.	
				Provide considerable input on setting policies. Suggest changes to improve service and add to workflow efficiency.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10776 PUBLIC SERVICES ASSISTANT I, BAND A	10777 PUBLIC SERVICES ASSISTANT II, BAND B	10778 PUBLIC SERVICES ASSISTANT III, BAND C	10779 PUBLIC SERVICES ASSISTANT IV, BAND D	10780 PUBLIC SERVICES ASSISTANT V, BAND E
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school Diploma or equivalent; up to 1 year experience or equivalent.	High school Diploma or equivalent; up to 2 years or equivalent.	Associate's degree or equivalent; up to 2 years or equivalent	Bachelor's degree or equivalent; up to 2 years or equivalent	Bachelor's degree or equivalent; More than 2, but less than 4 years or equivalent.
IMPACT	Affect the immediate dept.	Extend beyond the department	Extend beyond the department	Extend beyond the college/unit	Extend beyond the college/unit
CONTACTS - INSIDE	Assist others Cooperation of task completion Handle confidential information.	Assist others Cooperation of task completion Handle confidential information.	Assist others Cooperation of task completion Handle confidential information.	Assist others Cooperation of task completion Handle confidential information.	Assist others Cooperation of task completion Handle confidential information.
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Conduct somewhat complex business activities Obtain involved information Provide detailed response
CONTACTS - STUDENTS	Deal with confidential information such as grades, financial records, etc.	Deal with confidential information such as grades, financial records, etc.	Deal with confidential information such as grades, financial records, etc.	Provide training and instruction on equipment, instruments, machinery, methods	Provide training and instruction on equipment, instruments, machinery, methods

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SUPERVISION	None given	Students Temporaries On-the-job training	Students Temporaries On-the-job training	Group leader Full responsibility for students, temporaries, and employees who do similar work Includes recommendations for hiring and performance appraisals	Group leader Full responsibility for students, temporaries, and employees who do similar work Includes recommendations for hiring and performance appraisals
COMPLEXITY	Tasks related to one specific area of work	Entire field tasks	Focus on an entire field	Focus on an entire field	Focus on both an entire field and related areas
LEVEL OF DECISION MAKING	Responsible for making 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 activities with little guidance Resolve most questions Rarely refers situations to the supervisor
SUPPORT SKILLS – WRITING	Limited responsibility, OR is position's area of work.	Provide standard responses to inquiries	Provide standard responses to inquiries	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 business or technical programs for data input or word processing to create documents or reports.	Use business or technical programs for data input or word processing to create documents or reports.	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks

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WORKING CONDITIONS - PHYSICAL	Lift 20 to 50 lbs.	Lift 20 to 50 lbs.	Lift 20 to 50 lbs.	Lift 20 to 50 lbs.	Lift 20 to 50 lbs.
WORKING CONDITIONS - VISUAL	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention
WORKING CONDITIONS - HAZARD	Limited exposure	Limited exposure	Limited exposure	Limited exposure	Limited exposure