**P4: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.

*🡪 Context of Decisions*

* Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
* Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

*🡪 Job Controls*

* Has the latitude to make decisions on projects that they are accountable for delivering on.
* Free to plan and carry out all phases of work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

*🡪 Course of Resolution*

* Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.
* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

* Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
* Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

**Job Template**

**GENERAL SUMMARY**

Expected to have a working knowledge of the specific subject and/or functional areas related to the position, defining the standard work tasks within established Library policies, practices, and procedures. Works independently as well as collaboratively. Must demonstrate critical thinking, creative problem solving, customer service, interpersonal, communication, and active learning skills while reinforcing the principles of inclusion and equity in daily responsibilities.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under supervision of a supervisor.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Identifies, promotes, and provides products, tools, services, venues, and opportunities that align with and foster learning, research, publication, and scholarship.
* Selects, orders, receives, assesses, monitors, organizes, and/or catalogs new and continuing Library collections materials and resources in support of the University’s curriculum and research needs as appropriate to position. Processes collections materials and resources for optimal patron discovery, access, and usability.
* Creates and performs in-person and online classroom instruction, reference and research services, workshops, and consultations as required by the position. Creates and maintains finding aids, service guides, usage instructions, and research tools to support learning and research.
* Supports and troubleshoots integrated library platforms, systems, and current technologies related to subject or functional responsibilities.
* Participates in the assessment of Library collections, programs, services, and resources.
* Supports the development, implementation, and evaluation of Library policies and procedures as related to position responsibilities.
* Participates in professional activities at a statewide, regional, and/or national level.
* Participates in development activities and donor engagement as appropriate.
* Prepares and maintains various reports, files, records, documentation, and statistics.
* May serve as a student employee supervisor.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Master’s degree in related field.

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of library information science
* Products, tools, services, venues, and opportunities that foster learning, research, publication, and scholarship
* Standards and best practices within subject and/or functional area of expertise
* Community educational and research needs, including the principles and best practices of in-person and online instruction
* Assessment standards and best practices
* Scholarly research and communications processes
* Principles of diversity, equity, and inclusion
* Standards and best practices in public and customer service
* Best practices in critical thinking, creative problem solving, and analysis
* Current integrated library resource management systems as related to the position
* Principles and best practices in planning and organization
* Microsoft Office and related software applications

**Skill in:**

* Supporting and implementing practices, procedures, and workflows in area of position responsibility
* Delivering on community educational and research needs and principles and best practices of in-person and online instruction.
* Reinforcing the principles of diversity, equity, and inclusion by working collaboratively with individuals of diverse backgrounds, experiences, and perspectives
* Demonstrating strong public service and interpersonal skills
* Critical thinking, creative problem solving, and analysis
* Learning and working effectively in current office applications, software, and communication technologies
* Delivering reliable, effective, and appropriate verbal and written communication that follows current professional standards, language, and grammar
* Planning and organization
* Preparing and maintaining accurate records and reports
* Creating and managing internal documentation, including training and group presentation materials

**Ability to:**

* Align current tools, services, venues, and opportunities to support learning, research, publications, and scholarship
* Actively engage with stakeholder communities through outreach and networking
* Participate in professional activities at a statewide, regional, and/or national level
* Make a positive contribution to a culture of inclusion and respect in all interactions within the Library and across the University
* Maintain the confidentiality of information and professional boundaries and continuously demonstrate strong public and customer service skills in all interactions
* Work independently to analyze information, draw conclusions and understandings, and present such conclusions effectively to stakeholders
* Maintain active learning skills and currency in professional standards, practices, procedures, policies, and technologies related to position responsibilities
* Continually deliver reliable, effective, and appropriate verbal and written communication that follows current professional standards and the correct use of language and grammar
* Successfully plan, organize, and manage workflows and operations
* Be responsive, flexible, and adaptive in approach to work
* Create and manage internal documentation, including training and group presentation materials