**P5: Level Standards**

**GENERAL ROLE**

This level is accountable for serving in an advanced senior resource capacity in an area of specialization.

Incumbents:

* Serve in a subject leader and consultative capacity within an area of specialization.
* Serve in the most advanced capacity and frequently being assigned project leadership roles within a specific administrative/programmatic function or specialty area.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.
* Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

*🡪 Context of Decisions*

* Decisions are driven by office/departmental policy and procedures.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments.
* Has the latitude to make daily operational decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues tend to be operational in nature.

*🡪 Course of Resolution*

* Identifies issues and gathers facts.
* Must understand the smallest details of an assigned area.

*🡪 Measure of Creativity*

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

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly affect a department or a project outcome with department/office impact.
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
* Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Expected to have a comprehensive knowledge of the specific subject and/or functional areas related to the position. Works both independently and 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. Engages in strong outreach and networking skills and sound professional judgement and decision-making practices, including resolving issues that require innovative thinking.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor. May serve as a project or committee lead.

**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.
* Maintains active engagement in professional activities at a statewide, regional, and/or national level.
* Initiates and maintains relationships with internal and external stakeholders.
* Assumes responsibility for compliance with US copyright law, licenses, and Library and University policies for specified products and services.
* 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.
* Minimum of three years related professional experience.

**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 and principles and best practices of in-person and online instruction
* Assessment standards and best practices
* Scholarly research and communications processes
* Service standards, policies, procedures, and processes of library operations, and of departments and University offices interfacing with the Library
* 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 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 community educational and research needs and principles and best practices of in-person and online instruction.
* Reinforcing the principles of diversity, equity, and inclusion and working collaboratively with individuals of diverse backgrounds, experiences, and perspectives
* Demonstrating strong public service and interpersonal skills; developing and maintaining effective and appropriate working relationships with internal and external audiences
* 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.
* Maintain active engagement 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
* Manage student labor budgets and produce reports on budget expenditures