

LIBRARY/ART

Broad Occupational Category - 37

DUTIES AND RESPONSIBILITIES

- *Provide specialized library services (e.g., Talking Book and Braille Service)*
- *Assist patrons in accessing library resources (in-person, online, or via direct download)*
- *Catalog, classify, and index books, periodicals, digital media, and archival materials*
- *Conduct inter-library loans and procure requested materials*
- *Maintain circulation systems and library equipment*
- *Oversee collection development, including selection, weeding, repair, and replacement of materials*
- *Manage agency-specific or correctional libraries*
- *Plan, coordinate, and implement library programs and initiatives*
- *Ensure compliance with laws, regulations, and professional standards*
- *Advise on library policies, procedures, and legislation*
- *Consult with library patrons, agencies, advisory councils, and boards*
- *Serve as subject-matter expert in library science or agency specialty*
- *Facilitate collaboration among agencies, organizations, and community groups*
- *Monitor and report financial expenditures, grant allocations, and compliance*
- *Maintain records and documentation for regulatory and operational purposes*

COMPETENCIES

- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Compassion** - Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Creativity** - Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions; tends to be seen as original and value-added in brainstorming settings.
- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Decision Quality** - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Managing Diversity** - Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
- **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.

- **Functional/Technical Skills** - Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Perseverance** - Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Written Communications** - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.

SMART Goal Prompting Questions

Provide specialized library services (e.g., Talking Book and Braille Service)

- What actions could you take to improve the accessibility, responsiveness, quality, or reach of specialized library services?
- How will you measure success, such as increasing service utilization, reducing response times, improving patron satisfaction, or reducing service barriers?
- What technologies, service procedures, training, or partnerships could strengthen specialized library services?
- How do effective specialized services support equitable access to information and resources?
- By what date or service cycle will you aim to implement and evaluate a specific improvement?

Assist patrons in accessing library resources (in-person, online, or via direct download)

- What strategies could you use to make it easier and more efficient for patrons to locate and access library resources?
- How will you measure success, such as reducing assistance time, increasing successful resource access, or improving patron satisfaction?
- What technology, instructional resources, accessibility tools, or service practices could strengthen patron assistance?
- How does effective assistance improve access to information and the overall patron experience?
- By what date or service cycle will you aim to improve a specific patron-access process?

Catalog, classify, and index books, periodicals, digital media, and archival materials

- What steps could you take to improve the accuracy, consistency, efficiency, or accessibility of cataloging and classification activities?
- How will you measure success, such as reducing cataloging errors, decreasing processing time, or improving the discoverability of materials?
- What cataloging standards, automation tools, quality-control processes, or training could strengthen this work?
- How does accurate cataloging and indexing improve access to and preservation of library resources?
- By what date or processing cycle will you aim to improve a specific cataloging or classification process?

Conduct inter-library loans and procure requested materials

- What actions could you take to improve the speed, accuracy, cost-effectiveness, or reliability of inter-library loan and materials-procurement services?
- How will you measure success, such as reducing fulfillment times, increasing successful requests, reducing costs, or improving patron satisfaction?
- What tracking systems, vendor relationships, procedures, or communication practices could strengthen materials procurement?
- How does efficient resource sharing expand access to materials and support patron needs?
- By what date or service cycle will you aim to improve a specific inter-library loan or procurement process?

Maintain circulation systems and library equipment

- What strategies could you use to improve the reliability, availability, security, or efficiency of circulation systems and library equipment?
- How will you measure success, such as reducing equipment downtime, resolving issues more quickly, or reducing circulation-system errors?
- What preventive maintenance schedules, troubleshooting procedures, technology upgrades, or vendor support could strengthen system reliability?
- How do reliable circulation systems and equipment support uninterrupted library services?
- By what date or maintenance cycle will you aim to implement and evaluate a specific improvement?

Oversee collection development, including selection, weeding, repair, and replacement of materials

- What actions could you take to improve the relevance, condition, accessibility, and cost-effectiveness of the library collection?
- How will you measure success, such as improving collection utilization, reducing outdated materials, addressing collection gaps, or improving the condition of high-use resources?
- What collection-analysis tools, patron feedback, selection criteria, inventory data, or preservation practices could strengthen collection development?
- How does effective collection management ensure resources continue to meet patron and agency needs?
- By what date or collection-review cycle will you aim to improve a specific aspect of collection development?

Manage agency-specific or correctional libraries

- What steps could you take to improve the organization, accessibility, security, efficiency, or service quality of an agency-specific or correctional library?
- How will you measure success, such as increasing appropriate resource use, reducing processing backlogs, improving inventory accuracy, or increasing patron engagement?
- What operating procedures, inventory systems, programming strategies, or stakeholder partnerships could strengthen library operations?
- How does effective management of specialized libraries support education, information access, and agency objectives?
- By what date or operational cycle will you aim to implement and evaluate a specific improvement?

Plan, coordinate, and implement library programs and initiatives

- What strategies could you use to improve the planning, participation, accessibility, or effectiveness of library programs and initiatives?
- How will you measure success, such as increasing participation, improving satisfaction, expanding program reach, or achieving defined program outcomes?
- What planning tools, promotional strategies, partnerships, technology, or evaluation methods could strengthen program delivery?
- How do effective library programs support learning, engagement, access to information, and agency goals?
- By what date or program cycle will you aim to implement and evaluate a specific initiative?

Ensure compliance with laws, regulations, and professional standards

- What actions could you take to strengthen compliance with applicable laws, regulations, accessibility requirements, and professional library standards?
- How will you measure success, such as completing required reviews, reducing compliance findings, improving documentation, or achieving successful audits?
- What compliance checklists, training, policy reviews, professional resources, or monitoring procedures could strengthen compliance?
- How does maintaining compliance protect patrons, library resources, and the agency?
- By what date or compliance-review cycle will you aim to improve a specific compliance practice?

Advise on library policies, procedures, and legislation

- What steps could you take to improve the quality, timeliness, and usefulness of advice regarding library policies, procedures, and legislation?
- How will you measure success, such as completing policy reviews on schedule, reducing procedural questions, or improving staff understanding of requirements?
- What legislative-monitoring tools, policy-review processes, stakeholder input, or professional resources could strengthen your recommendations?
- How does informed policy guidance support consistent, legally compliant, and effective library operations?
- By what date or policy cycle will you aim to review or improve a specific policy or procedure?

Consult with library patrons, agencies, advisory councils, and boards

- What strategies could you use to improve communication, engagement, responsiveness, and collaboration with patrons and library stakeholders?
- How will you measure success, such as increasing stakeholder participation, improving response times, addressing concerns more effectively, or improving satisfaction?
- What feedback methods, meeting structures, communication tools, or engagement practices could strengthen stakeholder consultation?
- How does meaningful stakeholder engagement help ensure library services remain responsive to community and agency needs?
- By what date or engagement cycle will you aim to implement and evaluate a specific improvement?

Serve as subject-matter expert in library science or agency specialty

- What actions could you take to strengthen and share your expertise in library science or your agency-specific area of specialization?
- How will you measure success, such as providing more consultations, developing new resources, improving staff knowledge, or increasing the use of recommended practices?
- What professional development, research, presentations, reference materials, or knowledge-sharing activities could strengthen your expertise?
- How does effective subject-matter expertise support informed decisions and high-quality library services?
- By what date or professional-development cycle will you aim to achieve a specific knowledge-sharing or expertise goal?

Facilitate collaboration among agencies, organizations, and community groups

- What steps could you take to strengthen partnerships and collaborative efforts that expand library services or resources?
- How will you measure success, such as establishing new partnerships, completing joint initiatives, increasing shared resources, or improving stakeholder participation?
- What communication strategies, partnership agreements, joint programs, or networking opportunities could strengthen collaboration?
- How does effective collaboration expand resources, expertise, and services available to patrons?
- By what date or partnership cycle will you aim to establish or strengthen a specific collaborative effort?

Monitor and report financial expenditures, grant allocations, and compliance

- What strategies could you use to improve the accuracy, timeliness, transparency, and compliance of financial and grant reporting?
- How will you measure success, such as reducing reporting errors, meeting deadlines, improving expenditure tracking, or achieving successful grant reviews or audits?
- What tracking tools, reconciliation procedures, reporting templates, or financial controls could strengthen grant and expenditure management?
- How does effective financial oversight support accountability and responsible stewardship of public and grant funds?
- By what date or reporting cycle will you aim to improve a specific financial or grant-management process?

Maintain records and documentation for regulatory and operational purposes

- What actions could you take to improve the accuracy, organization, accessibility, security, and timeliness of library records and documentation?
- How will you measure success, such as reducing missing or incomplete records, improving retrieval times, or completing required documentation on schedule?
- What records-management systems, retention procedures, templates, or quality-control practices could strengthen documentation?
- How does accurate documentation support operational continuity, accountability, compliance, and effective library management?
- By what date or records-review cycle will you aim to improve a specific records-management practice?