



Ingram Library



**SUPPORT
STAFF
HUMAN RESOURCES
HANDBOOK**

12/18/98

Support Staff Human Resources Handbook

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LIBRARY ASSISTANT I POSITION CRITERIA

Educational requirements and experience:

Bachelor's degree with library work experience preferred. Associate degree with two years academic library work acceptable.

Basic skills:

Ability to communicate effectively, basic computer skills. In addition, a combination of any of the following as required by the job: typing, word-processing, record keeping, making change, working with the public, supervising part-time employees.

Examples of work assignments:

Circulating materials, stack maintenance, typing, basic bibliographic searching/verification, OCLC processing, preparing materials for bindery, sorting mail.

Approved 5/22/97

LIBRARY ASSISTANT II POSITION CRITERIA

Educational requirements and experience:

Bachelor's degree required and 2 years full-time or equivalent academic library experience preferred.

Skills required:

Effective communication and interpersonal skills; Knowledge of computer hardware and various software packages; Combination of any of the following as required by the job: Experience using/troubleshooting library equipment; Supervision; Ability to coordinate library services; Ability to interpret library policy and procedures and make decisions accordingly.

Examples of work assignments:

Training students according to established procedures; Coordination of reserve collection, document delivery, stack maintenance; Database maintenance; Basic cataloging and bibliographic searching/verification.

Approved 8/26/98

LIBRARY ASSISTANT III POSITION CRITERIA

Educational requirements and experience:

Bachelor's degree required and 4 years full-time or equivalent academic library experience preferred.

Skills required:

Effective communication and interpersonal skills; Special skills, such as: capacity for organizing a complex work process; Proficiency in use of computer hardware and software packages; Ability to supervise and train library staff and student workers; Exhibits decision-making skills; Ability to analyze departmental activities and initiate innovative ideas.

Examples of work assignments:

Intermediate cataloging; Compiling statistics; Working successfully with library patrons; Supervising the library's automated acquisitions or bookkeeping programs; Supervising the library's gift and exchange program; Oversight of the binding of library materials; Supervising Library Assistant I's and/or Library Assistant II's, as well as student workers; Supervising the ordering, paying, receiving, checking-in, and claiming of materials and updating the appropriate files.

Approved 8/26/98

LIBRARY TECHNICAL ASSISTANT POSITION CRITERIA

Educational requirements and experience:

Bachelor's degree and 2 years library experience required. Six years academic library experience or equivalent preferred.

Skills required:

Excellent communication and interpersonal skills; Specialized computer skills; Demonstrated ability to supervise and/or train student workers and support staff; Ability to resolve problems in departmental operations; Critical and analytic thinking skills; Ability to work independently; Evidence of experience with management and/or supervision of a work area within a library; Evidence of a general knowledge and understanding of the nature and function of libraries, of library services, standards and procedures, of bibliographic records, of publishing and publication formats, and of library information storage and retrieval systems.

Examples of work assignments:

Advanced cataloging; Maintaining online claim system for non-receipt of materials; Assembling and preparing a variety of information and statistical data; Supervising the receiving and processing of library materials; Responsible for coordination, maintenance, and problem solving of departmental reports, which may include the interface with the University Financial and Student information systems; Communicating with borrowing and lending institutions regarding the status of requests.

Approved 8/26/98

LIBRARY ASSOCIATE I POSITION CRITERIA

Educational requirements and experience:

Bachelor's degree and 6 years full-time or equivalent academic library experience required, with at least 2 years experience at Ingram Library preferred.

Skills required:

Excellent communication, interpersonal and organizational skills; Ability to use complex database, word processing, spreadsheet and other software packages to enter data and produce necessary reports; Demonstrated ability to supervise and/or train library staff and student workers; Demonstrated ability to perform library work of a complex nature, based on a thorough knowledge and understanding of library policies and procedures and complicated bibliographic codes and rules; Ability to organize and prioritize work, and exercise independent judgment based on library's mission and policies.

Examples of work assignments:

Special format cataloging; Analyzing a variety of information and statistical data; Supervising programs within the library, such as automated acquisitions, accounting, or the gift and exchange programs; Supervising support staff and student workers; Coordinating department's procedural changes among library staff; Willing and able to assume the responsibility for a department in the absence of a supervisor.

Approved 8/26/98

LIBRARY ASSOCIATE II POSITION CRITERIA

Educational requirements and experience:

Bachelor's degree and 8 years full-time or equivalent academic library experience required. Master's degree and at least 3 years experience at Ingram Library preferred.

Skills required:

As a unit/department head, this position requires the ability to develop work unit policies and procedures; Excellent communication and interpersonal skills, which promote cordial and effective relations with patrons, library staff, vendors, and others who interact with the library; Comprehensive knowledge of complex library databases and appropriate software packages; Excellent leadership skills which foster teamwork; Ability to provide effective and appropriate training and other instruction to unit staff; Excellent supervisory skills, including the provision of timely and effective performance evaluations; Ability to use independent judgment and a comprehensive knowledge of unit tasks to prioritize and assign work, while maintaining high standards of work quality; High level of technical expertise.

Examples of work assignments:

Ensuring coordination of activities, policies, and procedures within the unit and with other departments/units; Designing and maintaining unit workflow such that the work of unit is accomplished with high standard for service; Scheduling and staffing for most effective unit performance; Developing annual unit plan, budget requests, and departmental/unit goals; Providing clear, comprehensive information in a timely manner regarding services, policies and procedures.

Approved 8/26/98

CRITERIA FOR PROMOTION

LIBRARY ASSISTANT I to LIBRARY ASSISTANT II:

1. Must have a bachelor's degree
2. Must have completed at least two years as a Library Assistant I in the Ingram Library by the effective date of promotion (July 1).
3. Must possess the minimum skills required in the Library Assistant II Position Criteria
4. Must have "Above Standard" rating (over 50 points) on the last 2 yearly performance evaluations
5. Must have a letter of recommendation from Supervisor
6. Must apply for promotion by March 1 before the fiscal year in which promotion would become effective.

LIBRARY ASSISTANT II TO LIBRARY ASSISTANT III:

1. Must have a bachelor's degree
2. Must have completed at least two years as a Library Assistant II in the Ingram Library by the effective date of promotion (July 1).
3. Must possess the minimum skills required in the Library Assistant III Position Criteria
4. Must have "Above Standard" rating (over 50 points) on the last 2 yearly performance evaluations
5. Must fulfill cross-training requirements or job related course work requirements (See Cross-training Procedures for Library Assistant I-III or Job Related Course Work Procedures).
6. Must have a letter of recommendation from Supervisor
7. Must apply for promotion by March 1 before the fiscal year in which promotion would become effective.

LIBRARY ASSISTANT III TO LIBRARY TECHNICAL ASSISTANT and ABOVE:

Job duties must change by 50-60% and employee and/or supervisor must apply for a reclass of the position.

Human Resources must approve the Position Description Form before the fiscal year budget is submitted to become effective July 1.

OTHER PROMOTIONAL OPPORTUNITIES:

A staff member may apply at any time for an opening at any level as long as he/she meets the minimum educational requirements and basic skills required for that Position Criteria.

Approved 8/26/98

CROSS-TRAINING PROCEDURES FOR LIBRARY ASSISTANTS I-III

1. Cross-training will require 75 hours of service within one department or work area of the Ingram Library.
2. The 75 hours of cross-training may be accomplished by working 5 hours per week for 15 weeks. Cross-training may span a longer time, but it **must** be completed within 2 consecutive terms. An employee is limited to one cross-training contract per year.
3. Cross-training may not be retroactive, but a staff member can work in a department/special area where he/she has worked before as long as he/she is training in **new** procedures/projects, etc.
4. Selecting a department, or a special project within a department, will be done jointly by the staff member, his/her supervisor and the supervisor of the area where he/she would like to cross-train. (Employee must complete Permission to Cross-Train form)
5. The decision on when cross-training may be scheduled and on how many staff members from department may be participating at any given time will be made by the supervisor in consultation with the Department or Unit Head.
6. Professional reading about the area in which the staff member works may be assigned by the supervisor and the reading will be done as part of the 75 hours training time.
7. A cross-training performance contract must be signed by the staff member, the immediate supervisor, supervisor in the area where cross-training will occur, and the Director of University Libraries. The contract includes time frame, hours to be worked, duties to be performed while cross-training and current job duty responsibilities. (Sample form attached).
8. The supervisor must complete an evaluation for each employee who has completed cross-training in their department. The evaluation may be a memo from the cross-training supervisor explaining/justifying how the cross-training criteria have been completed.

NOTE: Cross-training is optional for a Library Assistant I and Library Assistant III. Although cross-training in these levels does not in itself garner the employee a promotion, cross-training can be mutually beneficial to both the individual and the library. Cross-training provides the employee additional job experiences/knowledge regarding Ingram Library. Library departments will benefit from cross-training by having available to them trained workers as backup in case of staff shortages due to illness, resignation, workshops or other unforeseen situations.

Approved 8/26/98

REQUEST FOR PERMISSION TO CROSS-TRAIN

Cross-training will require seventy-five hours of service within one department or work area of the Ingram Library.

(NAME) (DATE)

(DEPARTMENT / DIVISION IN WHICH EMPLOYED)

(NAME OF IMMEDIATE SUPERVISOR)

(NAME OF DEPARTMENT IN WHICH YOU WISH TO CROSS-TRAIN)

(NAME OF SUPERVISOR IN AREA IN WHICH YOU WISH TO CROSS-TRAIN)

(SEMESTER / SEMESTERS PREFERRED)

(DAYS OF WEEK TO WORK IN REQUESTED DEPARTMENT)

(TIME OF DAY TO WORK IN REQUESTED DEPARTMENT)

(Signature of Participant) (Date)

(Signature of Immediate Supervisor) (Date)

(Signature of Supervisor in area to be cross-trained) (Date)

(Signature of Director of University Libraries) (Date)

* NOTE - If permission is denied at any level, please attach a written explanation.

Approved 8/28/98

PERFORMANCE CONTRACT FOR CROSS-TRAINING

I, _____, agree to complete my cross-training, abiding by the terms on the *Request for Permission to Cross-Train* and following the *Cross-Training Procedures for Library Assistants I-III*. I will cross-train in the _____ department, Ingram Library, under the supervision of _____.

I will continue to perform all job responsibilities in the _____ department. I will be given leave for cross-training; however, in emergencies, I may be asked to postpone cross-training for a short time. I will complete seventy-five hours of cross-training within two consecutive terms.

Job duties include:

Cross-training duties:

(Signed)

(Dated)

Approved 8/26/98

JOB-RELATED COURSE WORK PROCEDURES

Course work may be substituted for cross-training as an option for promotion from Library Assistant II to Library Assistant III, or as an option to gain additional knowledge or skills which could aid the employee in seeking a promotion/reclass at higher levels.

Employee has the following options:

1. One 3-hour semester job-related course
3-hour semester job-related course (15 wks. x 3 hrs./wk = 45 contact hours)
2. *45 Job-related Continuing Education Units (CEU's)
.2 CEU's = 2 contact hours
.6 CEU's = 6 contact hours
1 CEU = 10 contact hours
4.5 CEU's = 45 contact hours

*Note: If using CEU's for promotion, employee may accumulate CEU's over a 5-year time span. Employee may begin this option at either the Library Assistant I or Library Assistant II level.

Procedures for Taking/Auditing Courses:

1. Employee submits **Permission to Take/Audit Course** form.
2. If auditing course, employee must also complete a **Request for Audit** form available in the Administrative Offices.
3. After completion of credit course, employee submits a copy of grade report to immediate Supervisor and Director of University Libraries.
4. After completion of an audited course, employee turns in papers/tests to immediate Supervisor and Director of University Libraries.
5. Employee must keep all certificates indicating CEU's earned until enough credits for promotion are accumulated. Then, employee must turn in all certificates to the immediate Supervisor and Director of University Libraries with promotion materials.

Approved 8/26/98

REQUEST FOR PERMISSION TO TAKE/AUDIT COURSE

(NAME) (DATE)

(DEPARTMENT / DIVISION IN WHICH EMPLOYED)

(NAME OF IMMEDIATE SUPERVISOR)

(COURSE NAME)

(HOW DOES COURSE RELATE TO YOUR JOB)

(SEMESTER / SEMESTERS PREFERRED)

(DAYS OF WEEK TO TAKE / AUDIT COURSE)

(TIME OF DAY TO TAKE / AUDIT COURSE)

(Signature of Participant) (Date)

(Signature of Immediate Supervisor) (Date)

(Signature of Director of University Libraries) (Date)

(Signature of Vice-President) (Date)

* NOTE - If permission is denied at any level, please attach a written explanation.

Approved 8/26/98

LIBRARY STUDENT EMPLOYMENT FULL-TIME EQUIVALENCY SCALE

1 YEAR = 2 MONTHS

2 YEARS = 4 MONTHS

3 YEARS = 8 MONTHS

4 YEARS = 12 MONTHS

1 YEAR = 3 OR 4 QUARTERS @ 10-12 HOURS/WEEK)

1 YEAR = 2 OR 3 SEMESTERS @ 10-12 HOURS/WEEK)

SUPPORT STAFF SEARCH COMMITTEE PROCEDURES

1. The Director appoints the Search Committee and names as chair the head of the division/department in which the position is to be filled.
2. The Department/Division Head writes the job announcement in consultation with the Search Committee and the Library Director. The job announcement includes the description of the duties for the job, the qualifications for the job, the salary or a salary range, the date of availability, the application deadline, and instructions for application.

When writing the job announcement, the Committee should consult the Position Criteria to determine the level of the job being posted. Each Department has a copy of this criteria in its Departmental Policies and Procedures Manual.

Also, it is imperative that the Committee consult the *State University of West Georgia, Department Head's Guide to Human Resources: Recruitment, Salary Administration & Employment* (May 1, 1998). This guide contains detailed information pertinent to the employment process. Consult the section on "Recruitment".
3. The job announcement will be circulated to all members of the division/department involved for comments/suggestions.
4. The Committee finalizes the job announcement, and sends it to Human Resources for approval. Jobs may also be submitted directly to Human Resources over the Web (<http://www.bf.westga.edu/hrpay/enterjob.html>). When the announcement is returned, the chair verifies with Human Resources that all Affirmative Action procedures are being followed.
5. After the job announcement is approved by Human Resources and before posting it to the public, the Committee Chair posts the job announcement on LIBSTAFF. The Search Committee may advertise the position in the newspaper(s) if desirable or appropriate. The requirements and salary in the newspaper ad must match the posted advertisement in Human Resources and the ad must make reference to the job number assigned by Human Resources.
6. Human Resources advertises the job availability on campus for ten days.
7. If an applicant contacts the department, they should be referred immediately to Human Resources.
8. The Committee Chair contacts Human Resources periodically to obtain the job applicants' files. The files must be personally picked up from Human Resources.
9. The Committee Chair prepares a file on each job applicant.
10. The Committee will select at least three candidates to interview for the position. If there are not three qualified candidates, the committee may decide to interview fewer candidates or open the search. If there are fewer than three applicants, all applicants meeting the minimum advertised qualifications must be interviewed.

Support Staff Search Committee Procedures 2

11. The Committee Chair contacts candidates and arranges the time for the interviews.
12. The Committee circulates the resumes of the candidates being interviewed to the Library Staff prior to the interviews.
13. The Committee will make the interview schedule available to the Library Staff through LIBSTAFF. Members of the department where the candidate will be working should try to meet with the applicant while he/she is available. If time permits, a member of the committee takes the candidate on a library tour and introduce him/her to the other staff members.
14. Contacting candidates' references. The committee must have permission from the applicant to contact anyone not listed in his/her reference. References may be contacted either by telephone or by letter. However, all candidates references must be handled in the same manner. Consult the section on References (page 17) in the *State University of West Georgia, Department Head's Guide to Human Resources: Recruitment, Salary Administration & Employment* for more detail.
15. The Committee selects a candidate and makes its recommendation to the Library Director.
16. The Library Director/Committee Chair sends the name of the recommended candidate and the other resumes to Human Resources. Human Resources must review the recommended candidate and the other resumes and approve the recommendation before the Library can extend an offer.
17. The Library Director/Committee Chair notifies the successful candidate after approval from Human Resources.
18. The Committee Chair notifies immediately by letter the unsuccessful candidates interviewed. All letters should be mailed at the same time as a courtesy to all the candidates.
19. The Committee Chair gives the Office Manager all information needed to prepare the Personnel Action Request (PAR).
20. The Committee Chair returns all applications to Human Resources.
21. The Committee Chair gives all documentation for those interviewed (except the originals which were returned to Human Resources) to the Office Manager to place in the library's files. (*Current Regents' policy requires the files be kept 3 years.*)

EDUCATIONAL LEAVE POLICY

Support Staff

Job-related courses

The 3-hour semester course or equivalent Continuing Education Courses, required for promotion to Library Assistant III may be taken during scheduled work hours, if there is not an alternative time to take the course(s). The employee does not have to make up the time if it is taken during scheduled work hours. The 3-hour semester course may be audited or taken for credit. Any staff member wishing to take classes for promotion must follow the *Job-Related Course Work Procedures*.

Job-enrichment courses

Time taken to attend job-related courses to enrich one's job performance may not necessarily have to be made up. This decision will be made by the Staff member's immediate supervisor in consultation with the Director of University Libraries. If the employee wishes to take a job-related credit or audited course, he/she must write a justification to explain how the course relates to the job.

Master's Degree in Library Science

Support staff members working on a Master's Degree in Library Science will receive half of their time in class and half of their travel time as educational leave.

Other Degrees

Support staff working on a degree, other than a Master's in Library Science, must take courses on their own time. If the employee receives permission to take course(s) during work time, the time must be made up.

Professional Staff

Second Master's Degree

Library faculty members working on a second master's degree to meet requirements for promotion to Assistant Professor will receive half of their time in class and half of their travel time as educational leave. The faculty member must receive approval from his/her immediate supervisor before registering for the course.

Job Enrichment Courses

Time taken to attend job-related courses to enrich one's job performance may not necessarily have to be made up. This decision will be made by the faculty member's Department Head in consultation with the Director of University Libraries. If the employee wishes to take a job-related credit or audited course, he/she must write a justification to explain the relevance of the course.

Other Degrees

Faculty working on any degree not required for promotion, must takes courses on their own time. If the employee receives permission to take course(s) during work time, the time must be made up. Please refer to the University Faculty Paid Leave Policy (Section 112.01). (<http://www.westga.edu/~vpaa/AcadPolicies.html>) of the University Faculty Handbook for other options.