The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.
9. Uses complete authority to interpret policies, make exceptions and negotiate.

10. Applies basic knowledge of local automated system architecture and tables; develops testing scenarios; diagnoses and works to resolve problems; develops workflows and training documentation based on knowledge of the system.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. In-depth knowledge of unit’s routines, functions, policies, procedures, and forms.

2. Ability to communicate effectively with staff and library users, orally and in writing, including the ability to author procedures, policy recommendations, and user education materials.


4. Skill in utilizing a computer, software, online systems, and conventional office equipment.

5. Ability to professionally respond to a variety of queries from library users, staff, and outside agencies requiring judgment and negotiation skills.

6. Ability to accurately follow and interpret oral and written instruction and exercise judgment in its application.

7. Ability to work independently, create and organize workflow, and prioritize multiple tasks for self and others.

8. Knowledge of and ability to apply the principles of supervision and interpret a union contract.

**MINIMUM ELIGIBILITY REQUIREMENTS:**

1. Four years of library work experience, or

2. A combination of related work experience, undergraduate education, and/or post-high school library training totaling five years.

**REVISION EFFECTIVE:** October 1, 2002