

Employee Name:



MPP / Staff Position Description

HUMAN RESOURCES USE ONLY	
Conflict of Interest (COI) Designated: <input type="checkbox"/> Yes <input type="checkbox"/> No	<u><i>MPP Positions Only</i></u>
Mandated Reporter: <input type="checkbox"/> Limited <input type="checkbox"/> General <input type="checkbox"/> N/A	MPP Job Code:
Review Date:	Job Family:
	Job Function:
	Job Category:

Mandated Reporter Per CANRA YES NO

The person holding this position is considered a 'mandated reporter,' under the California Child Abuse and Neglect Reporting Act (CANRA) and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Please Note: A current and accurate signed Position Description is required for each MPP / Staff position and must be on file in the Center for Human Resources. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor and the Center for Human Resources - Classification and Compensation.

Please check one: New Position Existing Position Update

Date:	7/23/2024
Department & Division:	University Library/Academic Affairs
Employee Name <i>(leave blank if vacant):</i>	
Current Classification & Grade:	Library Services Specialist, IV
FLSA Status: <i>(exempt or non-exempt)</i>	Non-exempt
Working Title:	User Services Specialist
Position Number & Job Code:	10001571, 2889
Working Title & Position Number of HEERA Designated Appropriate Administrator:	Associate Dean, 10000925

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I. FUNCTION OF THE EMPLOYING UNIT:

State the basic purpose of the Department/Unit in one brief paragraph. Include the division's DEI statement here.

Special Collections and University Archives (SCUA) houses rare, fine, unique, and valuable books, periodicals, manuscripts, and documents which require security and care in handling. Other valuable historical items such as photographs, prints, postcards, memorabilia, scrapbooks, oral histories, and audio-visual materials are also held in Special Collections. University Archives retains materials that document the history of San Diego State University since its founding as a Normal School in 1897. In addition to the duties and activities listed below, SCUA also greatly assists the University and the broader research community through its function as a preservation agent.

Departmental duties and activities include public service (remote and on-site); research assistance; archival accessioning and processing; duplication services; exhibits; outreach; instruction; preservation and environmental monitoring; collection management and stacks maintenance; digital initiatives; employment of student employees; maintaining a web presence; creating and maintaining archival finding aids; and liaising with Technical Services to ensure timely cataloging of materials.

The unit consists of three tenured librarians, one tenure-track librarian and two permanent library services specialists. The department also regularly employs 2-4 hourly student employees, 1-3 hourly Research Foundation employees and occasional volunteers to support daily and project-based unit functions.

The SDSU Library has adopted a [Diversity Plan](#) to guide our efforts to realize an institutional commitment to equity, diversity, inclusion, and social justice. To meet the goals of this plan, we seek applicants with demonstrated experience in and/or commitment to teaching and working effectively with individuals from diverse backgrounds and historically underrepresented groups, including minorities, women, persons with disabilities, and protected veterans. Accommodations will be provided upon request.

II. PURPOSE OF POSITION:

State the basic purpose of the position in one to three specific statements.

Library Services Specialists support librarians in a wide range of activities for Special Collections including acquisitions; organizing and processing collections; collection maintenance and retrieval; user services and reference support (referring users to librarians when appropriate); assisting librarians with exhibits and instruction sessions; and participating in library-wide efforts at supporting and improving user services. Under the general direction of the lead of Special Collections and University Archives, the person in this position coordinates all public services; leads student employees (hires, schedules, trains); oversees departmental student employee and supply budgets; orders processing, exhibits, and office supplies; answers informational, copyright, and reference questions at the public service desk; coordinates office management and certain administrative tasks; partners with Facilities Coordinator to manage environmental controls; partners with librarians on exhibit curation and installation; participates in preservation activities and performs stack maintenance duties.

III. CHANGES IN RESPONSIBILITIES:

None

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IV. MAJOR RESPONSIBILITIES:

Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate the approximate percentage of time spent in each (percentages should not be less than 5%). The percentage must total 100%.

Description of Responsibilities:	(%) Percent of Time
<p>Student Employee Lead</p> <ul style="list-style-type: none">• Hires, contacts and verifies references, schedules, trains, leads, and evaluates the unit's student employees.• Communicates projected student employees budget needs and allocations with department and Director of Financial Operation & Human Resources ahead of each academic year; monitors student hours to prevent overspending.• Coordinates and oversees all duties and projects of student employees based on departmental needs and priorities.• Provides training, instructions and assistance as necessary (e.g. comics cataloging, other special tasks).• Instructs student employees on specialized handling of fragile and rare materials.• Verifies and signs student employees' timesheets.	25%
<p>Collections Management & Support</p> <ul style="list-style-type: none">• Accessions donations of books, comics, fine art, collectibles, and any other non-archival collections; maintains accessions inventory.• Assists with solicited gifts processing, including pick-ups and accessioning; organizes and maintains donor and accessions files.• Coordinates cataloging workflow with SCUA librarians and Tech Services unit.• Oversees review of newly cataloged records and refers any errors or discrepancies; supervises check-in and physical processing of newly cataloged materials.• Participates in, and trains students in, ongoing collection preservation activities, including creating protective enclosures for fragile items and assessing physical condition of materials in need of repair or rehousing.• Manages the daily/weekly environmental readings, provides localized troubleshooting and mitigates preservation concerns; empties dehumidifiers as needed; communicates issues to Facilities Coordinator and Campus Work Control.	25%

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Description of Responsibilities:	(%) Percent of Time
<ul style="list-style-type: none">• Collaborates with department leads and assistant leads on stacks maintenance and shelving projects; manages shelf reading and clean-up projects; maintains missing books records and performs searches.• Partners with librarians in the planning, curation, and maintenance of library and campus exhibits.• Creates blog entries and other social media posts to promote acquisitions, events and other departmental news.• Working knowledge of basic XML for the creation and maintenance of web pages.	
<p>User Services</p> <ul style="list-style-type: none">• Works closely with the department to foster a service-oriented culture among permanent co-workers and hourly employees.• Manages all reading room and patron services; develops and maintains staffing schedule for public service desk.• Maintains operational hours and communicates events and special closures on website, voicemail, physical signage and by email.• Provides preliminary reference support to researchers, answering questions up to level 4 on the READ scale and referring more specialized research questions to a librarian.• Instructs researchers in the use of archival access tools and databases, finding aids, online library catalog, and digital collections, and demonstrates various search strategies.• Screens new research requests to determine if needs are best met through Special Collections or by referral to other units, services, or institutions.• Assists librarians with instruction activities.• Assists with special events, donor visits, and various programming activities.• Answers informational and directional questions in person, via phone, mail and email.• Retrieves requested materials from stacks or directs hourly employees in retrieval of materials.• Registers new users and instructs on collection use and unit policies and procedures.• Places materials on hold that have been requested in advance for research appointments.• Provides basic copyright guidance, referring to librarians when appropriate.	35%

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Description of Responsibilities:	(%) Percent of Time
<ul style="list-style-type: none"> • Trains users on use of the overhead scanner and approves all scans/copies. • Enforces security policies and practices. • Fills duplication requests, including scanning, photocopying and/or photographing of materials requested by users and other libraries, and processes paperwork and payments. • With department lead, coordinates publication requests and fee payments. • Tracks materials checked out to other departments (e.g. cataloging, digitization, exhibits). • Manages department’s database of circulation and patron records using multiple library management systems. 	
<p>Unit Administration/Office Management</p> <ul style="list-style-type: none"> • Prepares monthly and annual statistical reports for the unit and library administration. • Communicates with Procurement Coordinator to request and order departmental supplies and equipment; manages departmental credit card. • Monitors expenditures to remain within FY budget allocation. • Resolves complex operational problems and provides troubleshooting of library systems. • Coordinates maintenance and operation of unit’s equipment, including computers, copy machines and scanners. • Maintains inventory of equipment and supplies. • Liaises with library and campus Facilities & Safety, and Campus IDT to communicate department issues and needs. 	10%
<p>Other Duties as Assigned</p> <ul style="list-style-type: none"> • Attends unit, library and committee meetings as required. • Other duties may be assigned that are appropriate to this classification but not specifically defined here. 	5%
<p>Total =100%</p>	100%

V. LEAD WORK DIRECTION OVER OTHERS:

List of individuals the incumbent supervises/leads. Indicate the type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or general (acting in a lead capacity or assigning work).

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Classification	Working Title	Type of work direction (Direct or General)
Student employees	Student Assistant	General

VI. POSITION REQUIREMENTS:

A. List education and years of experience required that are based on the classification standards.

- Incumbents at this level perform the most complex paraprofessional and/or specialized library functions to support library operations and programs. Work often requires advanced subject knowledge and/or broader or more in-depth expertise in library operations, practices and principles as well as the regular application of paraprofessional expertise and judgment. Because of their advanced functional expertise, incumbents often are responsible for overseeing daily operations of (a) large or significant library unit(s), including directly or indirectly providing lead work direction to other library and clerical staff, as well as student workers assigned to the unit(s). Additionally, they may be involved in supporting the unit's budgetary and/or other administrative functions.

B. Skills, knowledge, and abilities required for this position that are based on the classification standards

In addition to [Position Skill](#) Level III requirements, work at this skill level typically requires the following range of skills:

- Comprehensive and in-depth knowledge of library operations in assigned library unit(s) or department and its relation to overall library operations.
- Comprehensive and in-depth knowledge of assigned unit's or department's principles, policies, practices and procedures and their relationship to overall library functions and other units, and the ability to apply this expertise and judgment to address unique problems.
- Thorough knowledge of library collection itself, its organization, and classification schemes.
- Comprehensive knowledge of external on-line databases, systems and resources and trends pertaining to assigned functional area, including expertise in searching strategies.
- Comprehensive knowledge of institution's and library's policies and practices associated with ethical use of and access to library and on-line resources, as well as general knowledge of library bill of rights and code of ethics.
- Comprehensive knowledge of national standards and resources pertaining to library operations, including the ability to source and interpret information from such resources.
- Comprehensive knowledge of national and institutional standards pertaining to copyright and intellectual property protection and the ability to apply this knowledge to ensure full compliance with legal requirements.
- Expertise in most aspects of the library's automated and on-line catalog systems, including database maintenance functions.
- Ability to participate in long range planning through the collection, organization, analysis, and interpretation of data and information.
- In-depth and comprehensive knowledge of library accounting and budget policies and procedures, including the ability to collect, organize and analyze data to support planning and budgeting.
- Comprehensive knowledge of all aspects of lead work direction and campus human resource and payroll policies and procedures.

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C. Specialized skills required for this position

- Public service experience.
- Working knowledge of copyright law and fair use.
- Experience with archival management systems.
- Knowledge and ability to apply preservation standards and guidelines to rare books, manuscript collections and exhibits.
- Comprehensive knowledge of search techniques, bibliographic record formats, and location and holdings information in an online library management system.
- Comprehensive knowledge of special collections practices and code of ethics, especially in regard to user and donor confidentiality, as well as security.

D. License and Certification Required (I.e., Driver's License and Grade, Certification, etc.)

None

VII. PREFERRED QUALIFICATIONS:

- A master's degree.
- Experience working in a library special collections or archives.
- Experience using primary source research tools including finding aids and other non-book collection inventories.
- Experience processing special collections and archival materials.
- Experience leading the work of student employees, volunteers or other staff.
- Experience monitoring a budget.
- Experience in executing strong organizational and time management skills.

VIII. SIGNATURES:

The signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to the position. (Limited to 3 Signers as listed below)

Incumbent's Signature/Acknowledgment

Patrick McCarthy

Appropriate Administrator Signature

Date

Jul 31, 2024

Date

Frankie Gutierrez
[Frankie Gutierrez \(Jul 31, 2024 14:36 PDT\)](#)

Classification & Compensation Services

Jul 31, 2024

Date

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Attachment A

Complete for all positions

To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.

Physical Summary: Choose one description out of the categories below that best describes this position.

- Sedentary Work:** Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).
- Light Work:** Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.
- Medium Work:** Job involves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.
- Heavy Work:** Job involves lifting more than 40 pounds. Approximately half of the incumbent's time will be spent walking, standing, squatting, kneeling, or climbing.

Use the codes below for each of the items which most accurately describe the extent of the specific activity performed in this position.

"C" = constantly or 6-8 hours per day

"O" = occasionally or up to 3 hours per day

"F" = frequently or 3-6 hours per day

"N" = never

Physical Requirements of the Position		Mental Requirements of the Position	
O	Bending (neck)	C	Reading & Comprehending
O	Bending (waist)	O	Writing
N	Climbing	O	Performing Calculations
N	Crawling	F	Communicating Orally
O	Kneeling	O	Reasoning & Analyzing
O	Pushing/Pulling	F	Decision Making
F	Sitting	F	Directing/Coordinating Others:
O	Squatting		Other:
O	Standing	Environmental Working Conditions	
O	Twisting (neck)	O	Exposure to variations in temperature/humidity
O	Twisting (waist)	O	Exposure to chemicals, gases, dust or fumes
F	Walking	N	Operates machinery or drives motorized equipment
F	Handling Objects	N	Exposure to biohazards
F	Manual dexterity	C	Working in normal office environment
O	Reach above/below shoulder	N	Working outside with various weather conditions
N	Using foot controls	N	Uses specialized equipment
	Other:		Other:

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Attachment B

Complete for all positions

Sensitive Position: For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the [CSU Background Check Policy](#).

Consideration for designation as a sensitive position per HR Technical Letter 2017-17		
1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a).
2. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Access to Level Protected Level 1 Data: (i.e., Passwords, DOB, Credit Card Numbers, SSN's, Medical Data, Law Enforcement Records, etc.) - Link to or incorporate ICSUAM pages.
3. Does this position have access to student records?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	FERPA (Access to student education records)
4. Is the position responding for recording/reporting Clery Data?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Clery Act Basics
5. Does the position have access to protected health information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	HIPAA
6. Will this position be an active/participating member of the SDSU Emergency Operations Team?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	EOC Member
7. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Motor Vehicle Records/Licensing Check is required. CA Defensive Driver
8. Does the position influence or make decisions regarding real property, real property acquisitions and/or leaseholds, land use and/or development?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 1
9. Does the position influence or make decisions regarding the purchase of goods, service or construction work? Note: Having a procurement card is not qualifying if the individual is limited to making directed and supervised purchases from established vendors.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 2

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10. Does the position influence or make decisions regarding the investment of SDSU/CSU funds.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 5
11. Does the position influence or make decisions regarding the sale of campus goods, services, products, or commodities (including agricultural commodities), which are sold by the campus?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 6

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Attachment C

Complete for **MPP Positions Only**

Mental Effort:

Enter frequency of occurrence for all applicable activities using the following key:

1=Never Occurs 2=Seldom Occurs 3=Sometimes Occurs 4=Occurs Often 5=Almost Always Occurs

<u>Planning</u>		<u>Staffing</u>	
	Forecast		Define Roles
	Set Program Goals		Give Input to Position Descriptions
	Determine Budget Allocations		Determine Selection Criteria
	Establish, Implement, Revise Policies		Recruit/Interview/Select
			Orient Staff
<u>Organization</u>		<u>Employee Relations</u>	
	Describe Relationships Between Functions		Initiate Corrective Action
	Define Department/Divisional Structure		Authorize Formal Discipline
	Establish Priorities to Meet Goals		Administer Collective Bargaining Agreements
	Schedule Work for Employees		Prepares/Investigates Grievance Awards and Complaints
	Implement procedures		Formulates/Represents University Position for Formal Grievances/Complaints
	Determine work methods		
	Balance multiple tasks/projects		
<u>Direction/Leadership/Supervision</u>		<u>Performance Evaluations</u>	
	Educate		Determine Performance Standards
	Delegate		Authorize/Approve Awards
	Coordinate		Prepare Performance Evaluations
	Coach/Train/Develop		Observe/Follow-Up on a Daily Basis
	Recommend Formal Training		Correct Work/Behavior Problems
	Motivate		
	Instruct/Demonstrate		
	Schedule Staff/Readjust Schedule		
<u>Organization</u>		<u>Other</u>	
	Describe Relationships Between Functions		
	Define Department/Divisional Structure		
	Establish Priorities to Meet Goals		
	Schedule Work for Employees		
	Establish deadlines		
	Implement procedures		
	Determine work methods		
	Balance multiple tasks/projects		

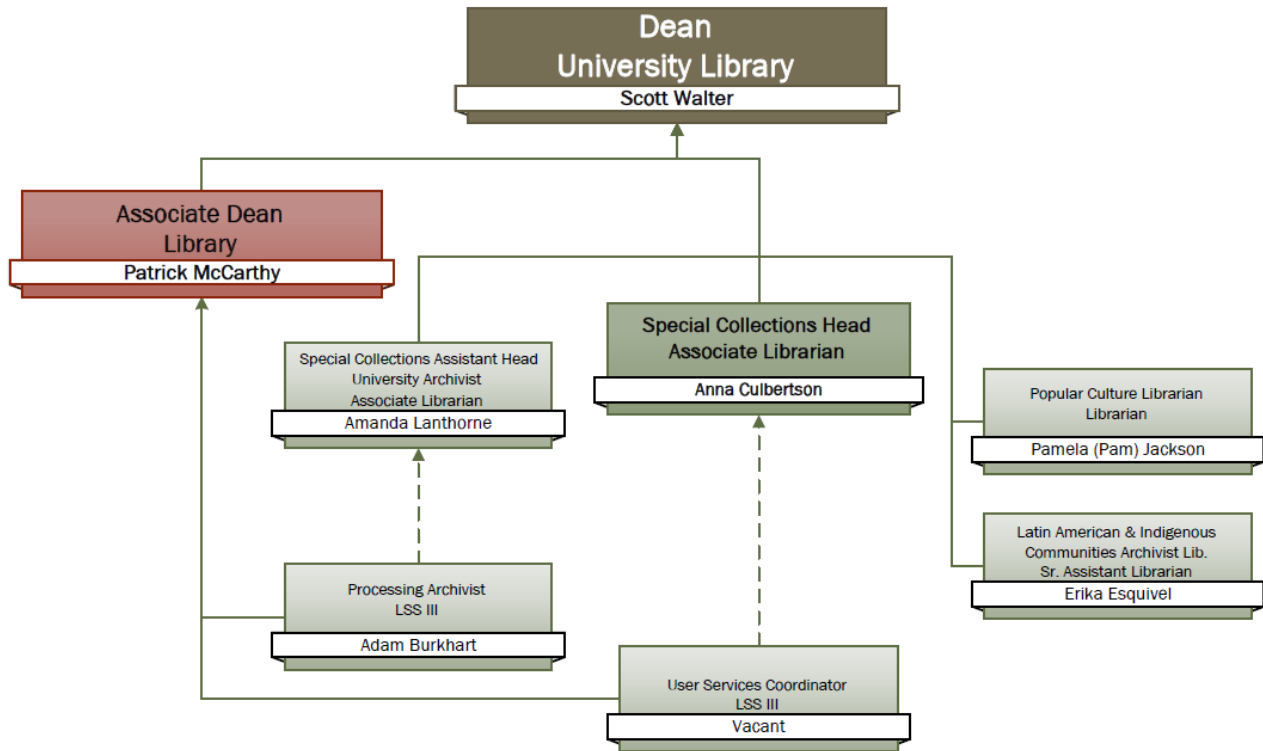
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Attachment D

Department Organization Chart

Instruction: Please insert an image of your department's organization chart and highlight where this Position Description falls within the chart.

San Diego State University Library



Special Collections &
University Archives

Revised:
Monday, June 3, 2024