

Benchmark Title	Reading Room Assistant 1
Group	[1] Library
Sub-Group	(d) Reading Rooms
BM Pay Grade & Job Code	<p>. Base Level (Pay Grade 2) [Job Code 281501] . Supervision Level 3, 4, or 5 (Pay Grade 3) [Job Code 281502]</p> <hr/> <p>. Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 3) [Job Code 281502] . Second Language required, plus Supervision Level 5 (Pay Grade 4) [Job Code 281503]</p>
Scope & Level Definition	Jobs at this level assist in the provision of reading room services.
Sample Duties at this Level	<ul style="list-style-type: none"> • Performs routine circulation and stack maintenance duties, such as charging and discharging library materials, adding and changing barcodes, receiving payments, issuing library cards, and collecting, locating, retrieving, sorting, and shelving library materials • Performs basic reference services, such as demonstrating use of catalogue systems, assisting users to locate library materials by performing simple searches, and providing information on library resources and locations • Assists with inter-library loan (ILL) processes by performing duties such as searching databases, distributing materials, and maintaining records • Performs purchasing duties such as sorting and pre-searching requests for purchase of library materials, preparing and distributing purchase orders, maintaining related records, and checking in and processing incoming materials • Processes approved requests for production of alternate format materials and duplication of existing materials • Performs routine mending of library materials, and forwards for repair as required • Performs administrative duties related to activities of the unit, such as responding to correspondence, processing mailouts, and processing mail, facsimile messages, and courier packages • Inputs and edits data in online systems, such as entering collection and production information in manual and electronic databases and record keeping systems • Ensures photocopier and other equipment is maintained by performing duties such as by adding toner, releasing paper jams, and ordering required supplies
Knowledge (Education & Experience)	<p>. High School graduation, plus three years of related experience OR . An equivalent in education and experience</p>
Judgement, Authority, Decision Making	<p>. Works under general supervision . Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation . Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action . Some planning may be required . Performs routine duties independently</p>

Benchmark Title	Reading Room Assistant 1
Group	[1] Library
Sub-Group	(d) Reading Rooms
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff. . Some opportunity for improvement of work methods that are of a straightforward procedural nature
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Moderate interpersonal skills are required</p> <ul style="list-style-type: none"> . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical library environment . Occasional exposure to minor disagreeable conditions, such as dealing with upset or difficult clients . Interruptions are an expected part of the work, and reprioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<p>Minor fatigue results from:</p> <ul style="list-style-type: none"> • Moderate periods of sitting and/or standing in one position, with limited opportunity to move or change position • Extra attentiveness required for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Reading Room Assistant 2
Group	[1] Library
Sub-Group	(d) Reading Rooms
BM Pay Grade & Job Code	<p>. Base Level (Pay Grade 4) [Job Code 281601] . Supervision Level 3, 4, or 5 (Pay Grade 5) [Job Code 281602]</p> <hr/> <p>. Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 5) [Job Code 281602] . Second Language required, plus Supervision Level 5 (Pay Grade 6) [Job Code 281603]</p>
Scope & Level Definition	Jobs at this level provide a wide range of moderately complex reading room services.
Sample Duties at this Level	<ul style="list-style-type: none"> • Performs generalist library duties, and assists in the resolution of problems in the areas of circulation, reserves, overdues, serials, stack and collection maintenance, reference, cataloguing, and inter-library loans (ILL) • Performs marketing duties, such as overseeing the development, production, maintenance, and distribution of guides and promotional materials • Conducts library orientations • Under supervision, edits publications (print, electronic, and other formats) to achieve consistent wording and appearance • Provides information to patrons regarding reading room and library services • Provides instruction to patrons on routine functions, such as database searching • Processes new materials, serials, requests for alternate format materials, and interlibrary loans • Ensures the maintenance of photocopiers and other library equipment • Processes incoming and outgoing mail • May serve as a foreign language resource person
Knowledge (Education & Experience)	<p>. High School graduation, plus two year Library Technician diploma, plus two years of related experience OR . An equivalent combination of education and experience</p>
Judgement, Authority, Decision Making	<p>. Works independently under general supervision. . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation. . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures. . Organization of work to accomplish goals is expected.</p>
Creativity, Problem Solving, Analytic and/or Technical Thinking	<p>. Job duties cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects</p>

Benchmark Title	Reading Room Assistant 2
Group	[1] Library
Sub-Group	(d) Reading Rooms
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Moderate interpersonal skills are required.</p> <ul style="list-style-type: none"> . Verifies, explains, and/or exchanges detailed/specialized information. . Selects information from more than one source. . Responds to basic complaints.
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical library environment . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<p>Moderate fatigue results from:</p> <ul style="list-style-type: none"> • Extended periods of sitting and/or standing in one position, with limited opportunity to move or change position • The requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy; the incumbent may change tasks, but most tasks have similar sensory demands
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Benchmark Title	Reading Room Coordinator
Group	[1] Library
Sub-Group	(d) Reading Rooms
BM Pay Grade & Job Code	<p>. Base Level (Pay Grade 7) [Job Code 281701] . Supervision Level 2, 3, 4, or 5 (Pay Grade 8) [Job Code 281702]</p> <hr/> <p>. Second Language required, plus Supervision Level 1, 2, or 3 (Pay Grade 8) [Job Code 281702] . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 9) [Job Code 281703]</p>
Scope & Level Definition	Jobs at this level provide a full range of specialist services in a reading room that is not located within a library branch.
Sample Duties at this Level	<ul style="list-style-type: none"> • Oversees the operation of a reading room by performing duties such as establishing and implementing operational procedures, organizing and overseeing work, ensuring adherence to policies and procedures, identifying and recommending new policies, procedures, services, and resources, and making authorized decisions regarding situations requiring deviation or exception from normal procedures • Participates in the development and implementation of projects, establishes priorities, and develops related schedules • Performs financial functions, such as preparing budget requests, forecasting expenses, monitoring assigned budgets, receiving and recording payments, approving purchases, and filling purchase orders • Performs reference, cataloguing, and inter-library loan (ILL) duties, resolving difficult problems referred by junior staff • Manages library collections by performing duties such as ordering and receiving library materials, identifying discards, removing items no longer required, and reinstating and relocating materials • Organizes and maintains Reserve collection • Receives and processes requests for transcription of library materials into alternate formats, such as audiobook, braille, and large print • Performs marketing duties, such as overseeing the development, production, maintenance, and distribution of guides and promotional materials • Performs administrative duties related to activities of the unit, such as preparing reports, and composing and responding to correspondence
Knowledge (Education & Experience)	<p>. High School graduation, plus two year Library Technician diploma, plus four years of related experience, OR . An equivalent combination of education and experience</p>
Judgement, Authority, Decision Making	<p>. Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions</p>

Benchmark Title	Reading Room Coordinator
Group	[1] Library
Sub-Group	(d) Reading Rooms
Creativity, Problem Solving, Analytic and/or Technical Thinking	<p>Job duties cover work of an advanced technical and/or analytical nature</p> <ul style="list-style-type: none"> . Frequently resolves complex problems in specialized areas, including for other staff . Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<p>A high level of interpersonal skill is required.</p> <ul style="list-style-type: none"> . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity. . Actively listens, and probes for information to clarify complex requests. . Provides interpretation of a complex nature. . Makes informal demonstrations or presentations in areas of expertise. . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical library environment . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Significant fatigue results from the requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
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