

Classification Appeal Decision
Under section 5112 of title 5, United States Code

Appellant: [Appellant]

Agency classification: Library Technician
GS-1411-6

Organization: [Name]
[Name]
[Organization]
[Organization]
Veterans Health Administration
Department of Veterans Affairs (VA)
[Location]

OPM decision: Library Technician
GS-1411-5

OPM decision number: C-1411-05-02

/s/

Jeffrey E. Sumberg
Deputy Associate Director,
Center for Merit System Accountability

12/3/09

Date

As provided in section 511.612 of title 5, Code of Federal Regulations (CFR), this decision constitutes a classification certificate which is mandatory and binding on all administrative, certifying, payroll, disbursing, and accounting officials of the Government. The agency is responsible for reviewing its classification decisions for identical, similar, or related positions to ensure consistency with this decision. There is no right of further appeal. This decision is subject to discretionary review only under conditions and time limits specified in the *Introduction to the Position Classification Standards (Introduction)*, appendix 4, section G (address provided in appendix 4, section H).

Since this decision lowers the grade of the appealed position, it is to be effective no later than the beginning of the sixth pay period after the date of this decision, as permitted by 5 CFR 511.702. The applicable provisions of 5 CFR parts 351, 432, 536, and 752 must be followed in implementing the decision. If the appellant is entitled to grade retention, the two-year retention period begins on the date this decision is implemented. The servicing human resources office must submit a compliance report containing the corrected position description (PD) reflecting the actual work performed by the appellant as described in this certificate and a Standard Form 50 for the appellant showing the personnel action taken. The report must be submitted within 30 days from the effective date of the personnel action to the Office of Personnel Management (OPM) office which accepted the appeal.

Decision sent to:

[Name]
[Address]
[Location]

[Name]
Chief, Human Resources Management Service
[Organization]
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Director
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Introduction

On October 6, 2008, the Philadelphia Oversight and Accountability Group of OPM accepted a classification appeal from [Appellant]. Her position is currently classified as Library Technician, GS-1411-6, which the appellant believes should be titled Senior Library Technician and upgraded to GS-1411-7 with a target grade of GS-8. The position is located in the [Name] of [Name], under the [Name/Organization], [Organization], Veterans Health Administration, VA, in [Location]. We received the complete agency administrative report on October 21, 2008, and have accepted and decided this appeal under section 5112 of title 5, United States Code (U.S.C).

To help decide this appeal, we conducted telephone interviews with the appellant on February 6, 2009, April 3, 2009, and August 20, 2009, and interviewed the appellant's supervisor on February 9, 2009, and April 20, 2009. In reaching our classification decision, we have carefully considered all of the information obtained from the interviews, as well as the written information furnished by the appellant and her agency including the PD of record.

Background information

The Supervisory Librarian developed a 2008 – 2012 Library Strategic Plan based on the goals of VA Central Office for the [Name]. In October 2007, the Supervisory Librarian updated and revised the [Name] PDs based on proposed projects needed to achieve the goals stated in the Strategic Plan, including the appellants PD.

General issues

The appellant agrees the PD to which she is assigned, PD# [number], accurately describes the duties and responsibilities of her position, and the Supervisory Librarian certified the PD as accurate. The appellant states new duties in her revised PD were previously included in the Medical Librarian and other Library Technician PDs and have resulted in her performing more complex work. However, this has no bearing on the grade value of the particular assignments. Lower-graded tasks may be and often are performed by higher-level staff for workload or practical considerations. This does not indicate the tasks themselves constitute higher-graded work.

In adjudicating this appeal, our responsibility is to make our own independent decision on the proper classification of the appellant's position. By law, we must classify positions solely by comparing their **current** duties and responsibilities to OPM standards and guidelines (5 U.S.C. 5106, 5107, and 5112 *and Introduction*, section III.F.3).

Based on our analysis which follows, we find the work performed by the appellant does not entail the level of difficulty, complexity, and responsibility indicated in the PD of record. For example, the PD states the appellant recommends serial publications to be acquired and receives users' suggestions of new serials to be added to the [Name] collection. This implies the appellant analyzes serial use or other data to arrive at a recommendation. However, information gathered from interviews with the appellant and her supervisor show in order for a journal to be

added to the Library collection the appellant waits until it is requested six times before putting in a request with the Supervisory Librarian for approval.

The appellant's PD states based on users' requests and resources borrowed on interlibrary loans, she recommends new titles that should be added to the collection. However, the record shows if a library user requests a serial be added to the [Name] collection, the appellant asks for the reasons why it is needed and forwards the information to the Supervisory Librarian for consideration. Thus, the PD fails to describe the limits within which the appellant performs her duties. Therefore, the PD must be corrected as part of the compliance report directed on page ii of this decision.

The appellant states work she is performing to transition the library to an electronic catalogue, Mandarin, is the most complex of her work overall. However, this is a one-time requirement and is not representative of the appellant's regularly assigned duties and responsibilities. Duties which are not regular and recurring and/or are performed in another employee's absence cannot affect the grade of a position (*Introduction*, section III.F.2).

During our fact-finding discussions and in documentation presented, the appellant pointed to her length of service and the volume, quality and efficiency of her to support her view that her position warrants a higher grade. However, length of service, volume of work, quality of work and efficiency of performance are listed as factors which cannot be considered in determining the grade of a position (*The Classifier's Handbook*, chapter 5).

Position information

The [Organization] is a tertiary care facility and a teaching hospital. It provides a full range of patient care services with state-of-the-art technology, as well as education and research. Comprehensive health care is provided through primary care, tertiary care, and long-term care in the areas of medicine, surgery, physical medicine and rehabilitation, neurology, spinal cord injury, mental health, oncology, dentistry, geriatrics, and extended care. [Organization] programs include open-heart surgery, rehabilitation, spinal cord injury, nursing home, hospital-based care, day treatment center, alcohol- and drug-dependence treatment, post-traumatic stress disorder program, pulmonary function, and an immunology evaluation clinic for HIV positive patients, among others. The [Organization] consists of the main VA Medical Center (VAMC) located in [Location], with satellite clinics located in [Location] and [Location]. The Medical Center includes multi-disciplinary ambulatory facilities, approximately 348 authorized hospital beds, and approximately 132 nursing home beds including blind rehabilitation beds. There are also community-based outpatient clinics in [Location] and [Location] in the [Location] and [Location] and [Location] in [Location].

[Name] is responsible for purchasing, organizing, controlling, and disseminating books, serials, and audiovisual resources for the [Organization]. [Name] is an active member of the VA Library Network (VALNET) and the National Library of Medicine's Web-based interlibrary loan (ILL) request routing and referral system, DOCLINE, which is used for the exchange of print and non-print materials, resources, and knowledge free of charge for VA professional staff. [Name] provides the knowledge-based information support for the patient care, teaching, research,

educational, professional, and technical information needs of over 2,500 employees for the VAMC and its branches, including a diverse group of users such as VA staff and employees; students and trainees in affiliated teaching programs; and veteran in-patients and outpatients, their families, and caregivers. [Name] is comprised of the Office of the Chief Librarian, the [Name] and the Patient Education Resources Center (PERC). [Name] is also responsible for purchasing, organizing, controlling, and disseminating materials, books and journals for the administrative collection which are maintained by an individual or office other than the [Name].

The [Name] maintains a collection of over 25,000 volumes divided in monographs and serials in print and electronic format, a variety of databases, and audiovisual resources to support the information and instructional needs of the VAMC. The [Name] staff provides services to clinicians, residents, students, interns, allied health care and trainees, administrative support and instructional staff members. The [Name] has two reading rooms in the [Location] and [Location] outpatient clinics and supports the community-based outpatient clinics through the administrative collections.

The PERC maintains a collection of about 5,000 bibliographic resources. The Library is responsible for distributing patient education materials and providing support to patients' education; training to patients using My HealthVet, a Web-based application designed for veterans and their families with the goal of optimizing veterans' healthcare; and administering the Internet protocol television service used in education, communication, and leisure.

The appellant receives, processes, shelves, and circulates approximately 330 journals in the [Name] serials collection. She prepares all new serials for use by inserting barcodes and magnetic tapes, sealing, etc., and shelves and inventories all serials following standard library organization procedures. The appellant electronically notifies the vendor of an unclaimed journal by entering the title, number and volume of the journal into EBSCONET. The appellant prepares a list for the Supervisory Librarian of all claims annually. The appellant's PD states she compares new prices per title with previous year quotations to estimate increases. In this regard, the record shows if the price of a journal increases by a "significant amount" – such as between 50 dollars and 100 dollars, the appellant advises the Supervisory Librarian to drop the journal. The Supervisory Librarian pre-determines the dollar amount for making this decision.

The appellant services the circulation desk by responding to general inquiries from customers who email, call, or walk in according to standardized library procedures. She creates user accounts, issues notices of overdue materials borrowers, processes all ILL requests through DOCLINE, checks books in and out, assists with the use and care of photocopiers, orients customers to the library services available, and contacts library technicians at other libraries via phone, email or fax regarding ILL materials, as needed.

The appellant performs and/or assists customers with basic information searches using electronic databases such as DOCLINE, PubMed, Up-to-Date, MEDLINEPlus, EPSCOHost, etc. She assists customers in using the correct terminology or phrases for on-line searches by referring to the office book on medical terminology or the drop-down list in MEDLINEPlus. The appellant refers problem requests to the Librarian or Supervisory Librarian.

The appellant supports the implementation of the current [Name] automation project according to established procedures. She creates holdings for books in Mandarin, the Web-based library management system which will eventually replace the card catalogues at the [Name], by searching bibliographic databases for existing records, retrieving the record, and modifying it to conform to local library procedures.

The appellant tracks and gathers data on the circulation desk, references, and serials, including those borrowed through ILL for the annual statistics report. She advises the Librarian or Supervisory Librarian of the circulation request statistics for the selection or de-selection of journals. The appellant compares new prices for every title against the cost from the previous year and advises the Supervisory Librarian of any significant increases in costs in accordance with local [Name] procedures.

The appellant receives the mail and addresses to the PERC and the outpatient clinics reading rooms all issues pertaining to these collections and to service chiefs' offices.

Approximately three times a year at the request of her supervisor, the appellant compiles bibliographies for different specializations which require conducting searches of different topics in the databases and compiling a typed list of all references related to the prescribed topic.

Series, title, and standard determination

The appellant does not question the series assigned to her position or the use of the GS-1411 Position Classification Standard (PCS) to evaluate her position. We concur with the agency's determination the duties performed by the appellant and the knowledge required of her position are covered and evaluated by the GS-1411 PCS. This series covers one-grade interval work which requires a practical knowledge of the methods and techniques of library or related information work in acquiring, organizing, preserving, accessing, and/or disseminating information. The titling practices contained in the GS-1411 PCS do not provide for the use of the Senior Library Technician title requested by the appellant. Based on the mandatory titling requirements of the GS-1411 PCS, the appellant's position is allocated as Library Technician, GS-1411.

Grade determination

The GS-1411 PCS is written in the Factor Evaluation System (FES) format which employs nine factors. A point value is assigned to each factor based on a comparison of the position's duties and responsibilities with the factor-level descriptions in the PCS. The points assigned to an individual factor level mark the lower end of the range for that factor level. Each factor-level description represents the minimum or threshold for that factor level. To warrant a given level, the position must fully equate to the overall intent of the factor-level description. If the position fails in any significant aspect to fully satisfy a particular factor-level description, the point value for the next lower level must be assigned, unless the deficiency is balanced by an equally important aspect that meets a higher level. The total points assigned are converted to a grade level by use of a grade-conversion table in the PCS.

The appellant questions her agency's assignment of Levels 3-2 and 5-2. She agrees with her agency's assignment of Levels 1-4, 2-3, 4-3, 6-2, 7-B, 8-2, and 9-1. After careful review, we concur with the agency's evaluation and assignment of Levels 6-2, 8-2, and 9-1. While we agree with the agency's assignment of Level 4-3, our rationale differs. As such, we have limited our analysis to Factors 1, 2, 3, 4, 5, and 7.

Factor 1, Knowledge required by the position

This factor measures the nature and extent of information which the library technician must understand to do acceptable work and the nature and extent of skills needed to apply that knowledge. To properly credit a position at a higher level for this factor, it is necessary to determine the actual degree of knowledge required to perform the work; i.e., the knowledge must be both present and applied.

Level 1-3 work requires knowledge of a body of standardized library rules, procedures, and operations related to one or more library functions such as those used to maintain the collection, locate information, process library materials, or assist clientele with routine inquiries. This includes, for example: knowledge of circulation procedures to perform all regular duties including issuance and cancellation of borrower cards and resolving recurring problems such as lost or damaged books or magazines; knowledge of several ILL sources, and of standard verification and request procedures to locate and borrow items where requests are frequently incomplete or contain incorrect citations; knowledge of programs in a general library to conduct special events, locate materials for exhibits on a given theme, and to prepare announcements of events and programs for bulletin boards and employee newsletters; knowledge of operating policies and procedures and routine reference sources to answer recurring questions from users on such matters as borrowing and access privileges, ILL procedures and library programs, simple ready reference questions, and recurring questions from vendors on procedural matters; and knowledge of one or more automated data bases associated with a specific function, such as ILL or claiming, sufficient to make standard queries and/or to input standard information and generate reports.

Level 1-4 work requires in-depth and broad knowledge of a body of library regulations, procedures, and policies related to one or more library functions or specializations. This includes, for example: knowledge of large bibliographic data bases and local modifications of standard classification and bibliographic categories to access cataloging records, and to adapt or change bibliographic information to meet specific library classification requirements; knowledge of a wide variety of interrelated steps and procedures required to order and process different types of library materials within budget guidelines, comparing prices and services offered by competing vendors; knowledge of the public access catalog, periodical index, and other finding aids to assist clientele in finding information in the library's collection, and knowledge of a variety of standard reference sources to answer ready reference questions; knowledge of library operating policies, circulation procedures, ready reference sources, and basic operation of user-access equipment to serve as the employee-in-charge of the library after regular business hours; knowledge of publication formats in foreign languages and of romanization tables to perform any of a number of duties involving several foreign languages, such as serials, check-in, or locating requested material for loan to other libraries; and knowledge of several data bases and

manual files used by a large library with several specialized collections to locate material requested by clients or borrowing libraries.

Comparable to Level 1-3, the appellant uses knowledge of standardized library procedures related to such functions as serials collection, circulation, interlibrary loan procedures, charging and discharging of library materials, and online searches. Unlike Level 1-4, the appellant's work does not require her to utilize broad or in-depth knowledge of library regulations, procedures and policies, since she relies on her knowledge of standardized procedures and operations to carry out the work. Due to the limited number of in-print serials in [Name], the relatively small size of the [Name], and the limited range of clientele using the [Name], the appellant's work does not require a knowledge of complex and changing bibliographic elements, data bases, and manual files associated with large, specialized collections; sources used for conducting complex searches for hard-to-find documents and reports; or procedures for ordering and processing a wide variety of library materials. As such, the appellant's position does not require knowledge equivalent to Level 1-4.

Level 1-3 is credited for 350 points.

Factor 2, Supervisory controls

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review of completed work.

At Level 2-2, the supervisor or a senior employee provides instructions on recurring assignments by indicating what is to be done, applicable policies and procedures to follow, deadlines, and priority of assignments. Employees use initiative to perform recurring or individual assignments independently and refer situations not covered by initial instructions or precedents to the supervisor or a senior employee for assistance. The supervisor or others evaluate the accuracy and adequacy of completed work and methods used through indicators such as the frequency and nature of problems resulting from errors in processing or re-shelving, problems with responding to inquiries or requests, the nature and frequency of complaints from clientele or others, and through a review of reports or other controls built into the system. At Level 2-2, some employees work more independently than others. This is because, over a period of time, they have developed knowledge of the library's objectives, priorities, alternative methods, and operating policies and procedures which influence how library support work is done, and the kind of adaptations or exceptions which can be made. These employees carry out recurring assignments with less initial or in-progress supervisory consultation, although deviations from "standing instructions" still must be approved by the supervisor.

At Level 2-3, the supervisor or other designated authority outlines objectives, priorities, and deadlines and provides guidance on dealing with unusually involved or one-of-a-kind situations. Work is typically assigned as an area for which the employee has ongoing responsibility. Employees independently plan and carry out successive steps to complete library support duties and use established library techniques and methods to resolve problems and deviations. Problems and deviations include, for example, library materials which are difficult to locate, clients who request unusual services, or unusual error messages from automated systems which

may result because of the specialized nature of the materials, frequent and unpredictable change of bibliographic data, conflicting citations or lack of bibliographic information, data bases which are difficult to search, fragile or rare materials, or other conditions.. The supervisor or others review the work for appropriateness, technical soundness, and conformity to policy and requirements.

Comparable to Level 2-2, the appellant independently performs recurring work within the limits of established library policies or procedures, and uses initiative in solving normal day-to-day problems. The Librarian or Supervisory Librarian provides guidance for non-recurring work and deviations from normal procedures. The appellant's completed work is spot checked for accuracy and completion on the basis of reports and periodic review meetings. Unlike Level 2-3 the appellant's work does not approach the degree of independence or decision making to independently plan and carry out successive steps to regularly resolve problems and deviations in completing library support duties. The nature of the functions performed by the appellant does not regularly require her to deal with the types of problems and conditions found at Level 2-3. When such issues arise, the appellant seeks support and guidance from the Librarian or Supervisory Librarian when problems or unusual situations arise.

Level 2-2 is credited for 125 points.

Factor 3, Guidelines

This factor covers the nature of guidelines and the judgment employees need to apply them. The existence of specific instructions, procedures, and policies may limit the employee's opportunity to make or recommend decisions or actions. However, in the absence of procedures or under broadly stated objectives, employees may use considerable judgment in developing an approach or planning the work.

At Level 3-2, the employee uses a number of established procedures and specific guidelines which are available in the form of library procedures, computer instructions and manuals, precedent actions, machine-readable cataloging format manuals, cataloging rules, special collections classification guides, "Books in Print," vendor and price lists, and processing instructions. Because of the number and similarity of guidelines and work situations, the employee must use judgment to identify and select the most appropriate procedure to use, choose from among several established alternatives, or decide which precedent actions to follow as a model. There may be omissions in guidelines, and the employee is expected to use some judgment to handle aspects of the work not completely covered, e.g., when responding to questions from clientele or organizing daily tasks. The employee refers situations requiring significant judgment to the supervisor or others for guidance or resolution.

At Level 3-3, the employee uses established library techniques and methods which are available, but are not completely applicable to many aspects of the work. For example, the employee uses experienced judgment on the fragility of an item or its reproducibility in determining whether another library may borrow the document, whether it may obtain a photocopy, or whether it must be referred to another source. The employee uses judgment to interpret guidelines, adapt procedures, decide approaches, and recommend solutions to specific problems. This includes,

for example, locating seldom used or little-known guides to track obscure materials or to locate outside sources such as publishers, authors, other libraries, Government agencies, or private organizations for confirmation or denial of the existence of vaguely or erroneously described materials, or for developing sources for interlibrary borrowing. The employee analyzes the results of applying guidelines and recommends changes. These changes may include, for example, suggesting changing vendors in order to get more reliable subscription service.

Comparable to Level 3-2, guidelines available to the appellant for carrying out her duties and responsibilities include library procedures, detailed data-base and software instructions and manuals, machine-readable cataloging format manuals, cataloging rules, Books in Print, and processing instructions for each task. Because of the number and similarity of guidelines and work situations, the appellant uses judgment to identify and select the most appropriate procedure to use from among several established alternatives, or decides which precedent actions to follow as a model. For example, the appellant chooses which procedure to follow from the DOCLINE standard operating procedure depending on the type of resource to be requested through ILL; i.e., book, journal, or article.

Unlike Level 3-3, the appellant does not routinely refer to a variety of library procedures or database and software manuals which are not completely applicable to some of the work or have gaps in specificity. The appellant's work does not require or permit her to use the scope of judgment to analyze the results of applying guidelines in order to recommend changes as described at Level 3-3. The record shows the Librarian and Supervisory Librarian are responsible for this function.

Level 3-2 is credited for 125 points.

Factor 4, Complexity

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work.

At Level 4-3, the highest level described in the PCS, the work involves performing various duties involving the use of different and unrelated procedures and methods in support of major library functions such as acquisition, cataloging, or reference. Different procedures may be required, for example, when several kinds of library materials are involved which require different handling and processing; serials' titles and frequency of issuance are continually changing; functions assigned are relatively broad and varied such as instructing clientele on methods and processes for locating information; or procedures are interrelated with other systems. The employee identifies the nature of the problem, question, or issue, and determines the need for and obtains additional information through oral or written contacts and by reviewing operating procedures, library policies, and standard references. The employee may have to consider previous actions and understand the differences or similarities of each to the issue at hand before deciding on an approach. The employee makes recommendations or takes action based on a case-by-case review of the issues or problems involved in each assignment or

situation, taking into account interrelationships among various sources of materials, data bases, or vendors/publishers.

Comparable to Level 4-3, the appellant is responsible for the [Name] serial collection and provides reference services to customers using library reference tools such as PubMed, Up-to-Date, MEDLINEplus, EPSCOHost, etc. The appellant identifies the nature of the problem, question, or issue, and determines the need for and obtains additional information through oral or written contact with customers, other library technicians or vendors and by reviewing operating procedures and standard references. The appellant makes decisions by studying alternatives, identifying issues, obtaining/researching information and taking appropriate action.

Level 4-3 is credited for 150 points

Factor 5, Scope and effect

This factor covers the relationship between the nature of the work; i.e., the purpose, breadth, and depth of the assignment, and the effect of work products or services both within and outside the organization. Effect measures whether the work output facilitates the work of others, provides timely services of a personal nature, or impacts the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture allowing consistent evaluations, and only the effect of properly performed work is considered.

At Level 5-2, work involves performing a range of library support tasks which are covered by well-defined and precise program procedures and regulations. Work products in the form of corrected bibliographic information, detailed records of circulation and ILLs, claiming of missing serial issues, adaptation of cataloging records to the individual library's classification system, or client assistance, affect the accuracy and reliability of the work of others and the accurate and timely provision of requested information to clientele.

At Level 5-3, the purpose of the work is to serve as the point of contact for most technical aspects of assigned support function and/or to apply numerous established practices to treat a variety of problems or situations in the organization, or to locate and provide information. For example, ILL work may involve decisions on continued borrowing privileges by libraries with a poor record of return as well as locating and delivering the requested items. Preliminary or descriptive cataloging may include foreign language materials or rare books. Such cataloging may include use of online data bases. Ready reference may include searching one or more data bases. User instruction may include several available methods and processes to locate information. The employee treats these or similar situations in conformance with established procedures. The work results in recommendations, solutions, or reports which directly affect the library's ability to meet clientele information needs in the most effective and efficient manner. For example, after reviewing claiming records, the employee may identify a pattern of non-fulfillment or delinquencies and recommend changing to another vendor. Systems work in troubleshooting and data base maintenance affects professional decisions on acquisitions of new software and equipment and changes in configuration.

Comparable to Level 5-2, the appellant performs a range of duties in support of the [Name]. Her duties and responsibilities are covered by established, applicable procedures. Her duties facilitate the work of medical facility staff that need and use the information obtained and maintained by the appellant and affect the efficient operation of the [Name].

Level 5-3 is not met. Although the appellant is responsible for providing the library support duties for receiving, processing, shelving and circulating the [Name] serials collection, the appellant's work is not characterized by the need for her to regularly address and resolve a variety of problems nor does the scope of her work have the breadth and depth of impact required at Level 5-3. Her work instead involves performing of a variety of library support duties in accordance with set procedures and practices which affects the accuracy of the requested information provided to clinicians or others in a timely manner. The record shows the range of issues found at Level 5-3 are the responsibility of the Librarian and Supervisory Librarian.

Level 5-2 is credited for 75 points.

Factor 6, Personal contacts and Factor 7, Purpose of contacts

These factors include face-to-face and remote dialogue, e.g. telephone, e-mail, and video conference, with persons not in the supervisory chain. The levels of these factors consider the work required to make the initial contact, the difficulty of communicating with those contacted, the setting in which the contact takes place, and the nature of the discourse. The setting describes how well the employee and those contacted recognize their relative roles and authorities. The nature of the discourse defines the reason for the communication and the context or environment in which the communication takes place. The relationship between Factors 6 and 7 presumes the same contacts will be evaluated under both factors.

Personal contacts

At Level 2, the highest level described in the PCS, personal contacts are with employees in the same agency, but outside the immediate organization, e.g., clientele, personnel in supply, contracting, finance, or computer services; and/or with members of the general public in a moderately structured setting. For example, contacts may be with vendors or publishers who are explaining reasons for delays or who are attempting to expedite urgently needed items, or who are interested in doing business with the library; or with technicians or librarians at other libraries, Federal or non-Federal, to loan or borrow items; or with family members of military personnel or schoolchildren/high school students to provide basic library services. As previously discussed, we agree with the agency's assignment of Level 2.

Purpose of contacts

At Level A, the purpose of the contacts is to obtain, clarify, or provide information related to library functions. This may involve situations such as informing a client when a reserved book has arrived, showing clients how to use the public access catalog, or training an employee to perform copy cataloging.

At Level B, the purpose of the contacts is to plan and coordinate actions to correct or prevent errors, delays, or other complications involved in organizing and processing library information. This may involve working with the contracting office to prevent or overcome delays in obtaining vendor subscription services, requesting another library use telefacsimilie or other rapid document delivery methods, working with a vendor to resolve operating problems with computer equipment, software or communications links, or contacting a client or other library to resolve incorrect or incomplete bibliographic information.

The purpose of the appellant's regular and recurring contacts is comparable to Level A. The appellant primarily has contact with library patrons at the circulation desk to respond to general inquiries, assist them with data base searches, or a journal request. Unlike Level B, the appellant's occasional contact with other libraries regarding the non-receipt of an ILL request or with a vendor to reclaim a journal does not require her to plan, coordinate, or advise on work efforts, or resolve issues or problems on a regular and recurring basis.

Level A is credited.

Level 2a is credited for both Factors 6 and 7 resulting in 45 points.

Summary

	<i>Factor</i>	<i>Level</i>	<i>Points</i>
1.	Knowledge required by the position	1-3	350
2.	Supervisory controls	2-2	125
3.	Guidelines	3-2	125
4.	Complexity	4-3	150
5.	Scope and effect	5-2	75
6.&7.	Personal contacts and Purpose of contacts	2a	45
8.	Physical demands	8-2	20
9.	Work environment	9-1	5
	<i>Total</i>		895

The total points assigned to the appellant's position equals 895 points. According to the PCS grade conversion table, positions with total point values between 855 and 1,100 are properly graded at GS-5.

Decision

The position is properly classified as Library Technician, GS-1411-5.