

NW607A207C

Information Science  
&  
Library Services

Modifications  
(1-2)

(2/6/07 - 2/16/07)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 3	
2. AMENDMENT/MODIFICATION NO. 01		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. See Block 12	
6. ISSUED BY NASA/Goddard Space Flight Center Procurement Operations Division Greenbelt MD 20771		CODE GSFC		5. PROJECT NO. (If applicable)	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) LIBRARY ASSOCIATES OF MARYLAND LLC 11820 PARKLAWN DR STE 400 ROCKVILLE MD 20852-2529		7. ADMINISTERED BY (If other than Item 6) NASA/Goddard Space Flight Center Procurement Operations Division Greenbelt MD 20771		CODE GSFC	
AMENDMENT OF SOLI 7. AMENDMENT/MODIFICATION CODE 3MDF2 FACILITY CODE		(x) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
		X 10A. MODIFICATION OF CONTRACT/ORDER NO. NNG07A207C		10B. DATED (SEE ITEM 11) 12/29/2006	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required) See Page 3 for details		Net Increase:		\$472,982.00	
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
CHECK ONE					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER (Specify type of modification and authority)					
X Unilateral Modification/FAR Clause 52.232-22 Limitation of Funds					
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not. <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this modification is to provide funding in the amount of \$472,982. Accordingly, See continuation pages for details.					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
			Nylsevalis Ortiz-Collazo		
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED	16B. UNITED STATES OF AMERICA		16C. DATE SIGNED
(Signature of person authorized to sign)			Nylsevalis Ortiz-Collazo (Signature of Contracting Officer)		02/06/2007

A. Clause B.9 – CONTRACT FUNDING -- is hereby revised to reflect the following changes:

	<b>FROM:</b>	<b>BY:</b>	<b>TO:</b>
Estimated Cost	\$280,374	\$442,039	\$722,413
Award Fee	\$19,626	\$30,943	\$50,569
<b>TOTAL CPAF</b>	<b>\$300,000</b>	<b>\$472,982</b>	<b>\$772,982</b>

The allotment date for this funding is March 28, 2007.

B. Individual Task Orders (TO) Funding is as follows:

**Task Order 1 Amendment 1**

Total Cost Plus Award Fee Value : \$190,394

Funding:

FROM : \$0

BY: \$190,394

TO: \$190,394

This Task Order is fully funded.

**Task Order 2**

Total Cost Plus Award Fee Value: \$376,450

Funding:

FROM: \$300,000

BY: \$ 75,000

TO: \$375,000

**Task Order 3**

Total Cost Plus Award Fee Value: \$207,588

Funding:

FROM: \$0

BY: \$207,588

TO: \$207,588

This Task Order is fully funded.

The total funding increase for Task Orders 1, 2 and 3 is \$472,982.

C. OBLIGATION INFORMATION

PR	AMT
4200183205	\$125,000
4200188280	\$140,394
4200166076	\$207,588
<b>TOTAL</b>	<b>\$472,982</b>

(End of Modification 1)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

CONTRACT ID CODE

PAGE OF PAGES

2. AMENDMENT/MODIFICATION NO. 02	3. EFFECTIVE DATE See Block 16C GSFC	4. REQUISITION/PURCHASE REQ. NO. See Blk 12	5. PROJECT NO. (if applicable) 1 2
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6. ISSUED BY NASA/Goddard Space Flight Center Procurement Operations Division Greenbelt MD 20771	7. ADMINISTERED BY (if other than item 6) NASA/Goddard Space Flight Center Procurement Operations Division Greenbelt MD 20771	CODE GSFC
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8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) LIBRARY ASSOCIATES OF MARYLAND LLC 11820 PARKLAWN DR STE 400 ROCKVILLE MD 20852-2529	9A. AMENDMENT OF SOLICITATION NO. <input checked="" type="checkbox"/>
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10A. MODIFICATION OF CONTRACT/ORDER NO. NNG07AZC7C	10B. DATED (SEE ITEM 11) 12/29/2006
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CODE: 3MDF2	FACILITY CODE
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11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
 N/A BC: GGE

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.102(b)
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Changes-Cost Reimbursement (AUG 1987) Alternate II (APR 1984)
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor  is not  is required to sign this document and return 2 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible).  
 The purpose of this modification is to incorporate the following revised attachments to clause J. 1 LIST OF ATTACHMENTS (GSFC 52.211 101) (OCT 1988).

Accordingly,  
 See page 2 for details

Except as provided herein, all terms and conditions of the document referenced in item 8A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER KRISTEN E. KNEUSSL VICE PRESIDENT FINANCE & ADMINISTRATION	15B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Nylsevalis Ortiz-Collazo
15C. DATE SIGNED 2/16/07	15D. UNITED STATES OF AMERICA 15E. DATE SIGNED 2/16/07

NNG07AZ07C  
Page 2 of 2  
Modification 2

A. Incorporate the revised attachments to J. 1 LIST OF ATTACHMENTS (GSFC 52.211-101) (OCT 1988) as follows:

Attachment	Description	Date	No. of Pages
D	IDIQ Rates Matrix	02/07/2007	114
E	Safety and Health Plan	02/07/2007	35
I	Quality Assurance Plan	02/07/2007	35

Other terms and conditions of this contract remain the same.

(End of Modification 2)

**Contract NO: NNG07AZ07C**

**ATTACHMENT D**

**IDIQ RATES MATRIX**

Attachment D

**1. PRIME DIRECT LABOR RATE MATRIX (For All Task Orders) :**

The Contractor shall not exceed the rates as specified below for pricing all task orders contemplated or issued in accordance with Clause H.6, Task Ordering Procedure. Any task orders issued in accordance with Clauses H.6 will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.2, Minimum/Maximum Amount of Supplies or Services.

**Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate	CY 6 HR Rate
Program Manager						
Project Manager						
Deputy Program Manager						
Principal Consultant						
Senior Information Scientist						
Information Scientist						
Senior Information Engineer/Architect						
Information Engineer/Architect						
Senior Business Process Re-engineering Specialist						
Project Control Specialist						
Quality Assurance Manager						
Senior Technical Writer/Editor						
Technical Writer/Editor						
Knowledge Management Team Leader						
Knowledge Management Analyst						
Senior Librarian/Information Professional (Leader)						
Electronic Library & Digital Preservation Team Leader						
Access Services/Information Navigation Team Leader						
Collection Building Team Leader						
Wallops Site Manager						
Librarian/Information Professional						
Librarian (Acquisitions)						
Librarian (Cataloging)						
Librarian (Digital Archivist)						
Librarian (Earth/Space Sciences)						
Librarian (Engineering)						
Librarian (Reference)						
Librarian (Systems)						
Library Technician (Cataloging) (6)						
Library Technician (Serials)						
Library Technician (Info Navigation)						
Library Technician (InterLibrary Loans)						
Library Technician (Wallops)						
Library Assistant						
Library Clerk						
Scanning Technician						
Administrative Assistant						
Word Processor I						
Word Processor II						
Word Processor III						
Warehouse Clerk						
Senior Internet Applications Developer						
Web Developer						
Webmaster						
Graphics Artist						
Senior Systems/Network Administrator						
Systems/Network Administrator						
PC/Network Support Specialist						
Programmer						
Program Applications Manager						

(b)(4)

Attachment D

**2. PRIME INDIRECT COST RATE MATRIX (For All Task Orders) :**

The Contractor shall not exceed the bid rates as specified below for pricing all task orders contemplated or issued in accordance with Clause H.6, Task Ordering Procedure. Any task orders issued in accordance with Clauses H.6 will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.2.

***Indirect Expenses	*CY 1	CY 2	CY 3	CY 4	CY 5	CY 6
Overhead						
G&A						
Subcontractor Handling				(b)(4)		

\*\*\*Indirect Expenses - The Offeror shall complete all indirect categories, which apply to the representative task orders and the SOW.

\*CY = Contract Year

**3. PRIME AWARD FEE RATE MATRIX (For All Task Orders) :**

***Award Fee Rate	*CY 1	CY 2	CY 3	CY 4	CY 5	CY 6
	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%

\*\*\*\* The Offeror shall complete the award fee rate, which shall be used to calculate the maximum available award fee for all task orders issued under the resultant contract.

\*CY = Contract Year



Attachment D

**4. SUBCONTRACTOR (ZIMMERMAN ASSOCIATES, INC.) LOADED LABOR RATE MATRIX (For All Task Orders) :**

The Contractor shall not exceed the rates as specified below for pricing the subcontractor labor hours on all task orders contemplated or issued in accordance with Clause H.6, Task Ordering Procedure. Any task orders issued in accordance with Clauses H.6 will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.2.

ZIMMERMAN ASSOC. INC. ++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate	CY 6 HR Rate
Program Manager						
Project Manager						
Deputy Program Manager						
Principal Consultant						
Senior Information Scientist						
Information Scientist						
Senior Information Engineer/Architect						
Information Engineer/Architect						
Senior Business Process Re-engineering Specialist						
Project Control Specialist						
Quality Assurance Manager						
Senior Technical Writer/Editor						
Technical Writer/Editor						
Knowledge Management Team Leader						
Knowledge Management Analyst						
Senior Librarian/Information Professional (Leader)						
Electronic Library & Digital Preservation Team Leader						
Access Services/Information Navigation Team Leader						
Collection Building Team Leader						
Wallops Site Manager						
Librarian/Information Professional						
Librarian (Acquisitions)						
Librarian (Cataloging)						
Librarian (Digital Archivist)						
Librarian (Earth/Space Sciences)						
Librarian (Engineering)						
Librarian (Reference)						
Librarian (Systems)						
Library Technician (Cataloging) (6)						
Library Technician (Serials)						
Library Technician (Info Navigation)						
Library Technician (InterLibrary Loans)						
Library Technician (Wallops)						
Library Assistant						
Library Clerk						
Scanning Technician						
Administrative Assistant						
Word Processor I						
Word Processor II						
Word Processor III						
Warehouse Clerk						
Senior Internet Applications Developer						
Web Developer						
Webmaster						
Graphics Artist						
Senior Systems/Network Administrator						
Systems/Network Administrator						
PC/Network Support Specialist						
Programmer						
Program Applications Manager						
Senior Database Administrator						

(b)(4)

Database Administrator
Communications Specialist (Telecommunications)
Helpdesk Manager
Computer Security Systems Manager
Computer Operator I
Computer Operator II
Computer Operator III (Network Hardware Install Spec)
Computer Operator IV
Computer Operator V (Sr Network Hardware Install Spec)
Computer Programmer I
Computer Programmer II
Computer Programmer III
Computer Programmer IV
Computer Systems Analyst I (Network Installation Tech)
Computer Systems Analyst II
Computer Systems Analyst III
Senior Systems Programmer
Systems Programmer
IT Manager
Software Analyst/Developer I
Software Analyst/Developer II
Software Analyst/Developer III
Software Analyst/Developer IV
Software Analyst/Developer V
Senior Technical Consultant
Technical Consultant
Training Specialist
Budget Analyst
Research Director
Research Assistant

(b)(4)

4. SUBCONTRACTOR (BRIDGEBORN, LLC) LOADED LABOR RATE MATRIX (For All Task Orders) :

BRIDGEBORN, LLC ++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate	CY 6 HR Rate
Program Manager						
Project Manager						
Deputy Program Manager						
Principal Consultant						
Senior Information Scientist						
Information Scientist						
Senior Information Engineer/Architect						
Information Engineer/Architect						
Senior Business Process Re-engineering Specialist						
Project Control Specialist						
Quality Assurance Manager						
Senior Technical Writer/Editor						
Technical Writer/Editor						
Knowledge Management Team Leader						
Knowledge Management Analyst						
Senior Librarian/Information Professional (Leader)						
Electronic Library & Digital Preservation Team Leader						
Access Services/Information Navigation Team Leader						
Collection Building Team Leader						
Wallops Site Manager						
Librarian/Information Professional						
Librarian (Acquisitions)						
Librarian (Cataloging)						
Librarian (Digital Archivist)						
Librarian (Earth/Space Sciences)						
Librarian (Engineering)						
Librarian (Reference)						
Librarian (Systems)						
Library Technician (Cataloging) (6)						
Library Technician (Serials)						
Library Technician (Info Navigation)						
Library Technician (InterLibrary Loans)						
Library Technician (Wallops)						
Library Assistant						
Library Clerk						
Scanning Technician						
Administrative Assistant						
Word Processor I						
Word Processor II						
Word Processor III						
Warehouse Clerk						
Senior Internet Applications Developer						
Web Developer						
Webmaster						
Graphics Artist						
Senior Systems/Network Administrator						
Systems/Network Administrator						
PC/Network Support Specialist						
Programmer						
Program Applications Manager						
Senior Database Administrator						
Database Administrator						
Communications Specialist (Telecommunications)						
Helpdesk Manager						
Computer Security Systems Manager						
Computer Operator I						
Computer Operator II						
Computer Operator III (Network Hardware Install Spec)						
Computer Operator IV						
Computer Operator V (Sr Network Hardware Install Spec)						
Computer Programmer I						
Computer Programmer II						
Computer Programmer III						
Computer Programmer IV						

(b)(4)

Computer Systems Analyst I (Network Installation Tech)
Computer Systems Analyst II
Computer Systems Analyst III
Senior Systems Programmer
Systems Programmer
IT Manager
Software Analyst/Developer I
Software Analyst/Developer II
Software Analyst/Developer III
Software Analyst/Developer IV
Software Analyst/Developer V
Senior Technical Consultant
Technical Consultant
Training Specialist
Budget Analyst
Research Director
Research Assistant

(b)(4)

**++ Labor Categories - The Offeror shall provide loaded subcontractor direct labor categories, in accordance with the Position Qualifications in Section 5 of this attachment.**

**\*CY = Contract Year**

**^HR = Hourly Rate: These are not-to-exceed rates for pricing purposes only for the subcontractor labor hours. The Contractor may propose lower rates when pricing task orders.**

Attachment D

**5. POSITION QUALIFICATIONS (For All Prime and Subcontractor Direct Labor Categories) :**

**NOTE: ADDRESSED IN THE FOLLOWING PAGES**

CONTRACT NO: NNG07AZ07C  
ATTACHMENT D – IDIQ RATES MATRIX

Position Title	Exempt / Non-Exempt	Minimum Education & Licensing	Years of Experience	Page #
<b>MANAGEMENT &amp; ADMINISTRATION</b>				
Program Manager	Exempt	MLS or BS w/5 years	10	A-6
Project Manager	Exempt	MLS or BS w/5 years	6	A-8
Deputy Project Manager	Exempt	MLS or BS w/5 years	6	A-9
Principal Consultant	Exempt	MS	15	A-11
Senior Business Process Re-engineering Specialist	Exempt	BS	5	A-12
Budget Analyst	Exempt	BS	3	A-13
Project Control Specialist	Exempt	BS or Educ & Exp Equivalent	4	A-14
Quality Assurance Manager	Exempt	BS or Educ & Exp Equivalent	3	A-15
Senior Technical Writer/Editor	Exempt	BS	4	A-16
Technical Writer/Editor	Exempt	BS	2	A-17
Training Specialist	Exempt	BS or Educ & Exp Equivalent	4	A-18
Research Director	Exempt	BS	5	A-19
Research Assistant	Exempt	BS	2	A-20
Scanning Technician	Non-Exempt	HS or GED	2	A-21
Administrative Assistant	Non-Exempt	HS or GED	2	A-22
Word Processor I	Non-Exempt	HS or GED	<1	A-23
Word Processor II	Non-Exempt	HS or GED	2	A-24
Word Processor III	Non-Exempt	BS or Educ & Exp Equivalent	4	A-25
Warehouse Clerk	Non-Exempt	HS or GED	1	A-26
<b>KNOWLEDGE MANAGEMENT</b>				
Knowledge Management Team Leader	Exempt	MS	5	A-27

CONTRACT NO: NNG07AZ07C  
ATTACHMENT D – IDIQ RATES MATRIX

Position Title	Exempt / Non-Exempt	Minimum Education & Licensing	Years of Experience	Page #
Knowledge Management Analyst	Exempt	MS or BS w/3 years	3	A-28
<b>LIBRARY SCIENCE</b>				
Senior Librarian/Information Professional (Team Leader)	Exempt	MLS	5	A-29
Electronic Library & Digital Preservation Team Leader	Exempt	MLS or BS w/2 years	5	A-30
Access Services/Information Navigation Team Leader	Exempt	MLS or BS w/2 years	10	A-32
Collection Building Team Leader	Exempt	MLS or BS w/2 years	3	A-34
Wallops Site Manager	Exempt	MLS or BS w/2 years	3	A-36
Librarian/Information Professional	Exempt	MLS	3	A-38
Librarian (Acquisitions)	Exempt	MLS	3	A-39
Librarian (Cataloging)	Exempt	MLS	3	A-40
Librarian (Digital Archivist)	Exempt	MLS or BS w/2 years	2	A-42
Librarian (Earth/Space Sciences)	Exempt	MLS or BS w/1 year	2	A-44
Librarian (Engineering)	Exempt	MLS or BS w/1 year	2	A-46
Librarian (Reference)	Exempt	MLS	3	A-48
Librarian (Systems)	Exempt	MLS or BS w/2 years	2	A-49
Library Technician (Cataloging)	Non-Exempt	BS or Educ & Exp Equivalent	1	A-50
Library Technician (Serials)	Non-Exempt	BS or Educ & Exp Equivalent	2	A-51
Library Technician (Information Navigation)	Non-Exempt	BS or Educ & Exp Equivalent	2	A-52

**CONTRACT NO: NNG07AZ07C  
ATTACHMENT D – IDIQ RATES MATRIX**

<b>Position Title</b>	<b>Exempt / Non-Exempt</b>	<b>Minimum Education &amp; Licensing</b>	<b>Years of Experience</b>	<b>Page #</b>
<b>Library Technician (InterLibrary Loans)</b>	<b>Non-Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>2</b>	<b>A-53</b>
<b>Library Technician (Wallops Site)</b>	<b>Non-Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>3</b>	<b>A-55</b>
<b>Library Assistant</b>	<b>Non-Exempt</b>	<b>HS or GED</b>	<b>1</b>	<b>A-57</b>
<b>Library Clerk</b>	<b>Non-Exempt</b>	<b>HS or GED</b>	<b>&lt;1</b>	<b>A-59</b>
<b>INFORMATION TECHNOLOGY</b>				
<b>IT Project Manager</b>	<b>Exempt</b>	<b>MS or BS w/4 years</b>	<b>6</b>	<b>A-60</b>
<b>Senior Technical Consultant</b>	<b>Exempt</b>	<b>BS</b>	<b>7</b>	<b>A-61</b>
<b>Technical Consultant</b>	<b>Exempt</b>	<b>BS</b>	<b>5</b>	<b>A-62</b>
<b>Senior Information Scientist</b>	<b>Exempt</b>	<b>MLS or BS w/5 years</b>	<b>10</b>	<b>A-63</b>
<b>Information Scientist</b>	<b>Exempt</b>	<b>MLS or BS w/3 years</b>	<b>5</b>	<b>A-65</b>
<b>Senior Information Engineer/Architect</b>	<b>Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>8</b>	<b>A-67</b>
<b>Information Engineer/Architect</b>	<b>Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>4</b>	<b>A-68</b>
<b>Software Analyst/Developer I</b>	<b>Exempt</b>	<b>BS</b>	<b>1</b>	<b>A-69</b>
<b>Software Analyst/Developer II</b>	<b>Exempt</b>	<b>BS</b>	<b>3</b>	<b>A-70</b>
<b>Software Analyst/Developer III</b>	<b>Exempt</b>	<b>BS</b>	<b>4</b>	<b>A-71</b>
<b>Software Analyst/Developer IV</b>	<b>Exempt</b>	<b>MS or BS w/2 years</b>	<b>6</b>	<b>A-72</b>
<b>Software Analyst/Developer V</b>	<b>Exempt</b>	<b>MS or BS w/3 years</b>	<b>8</b>	<b>A-73</b>
<b>Senior Internet Applications Developer</b>	<b>Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>4</b>	<b>A-74</b>
<b>Web Developer</b>	<b>Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>5</b>	<b>A-75</b>
<b>Webmaster</b>	<b>Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>3</b>	<b>A-76</b>

CONTRACT NO: NNG07AZ07C  
ATTACHMENT D – IDIQ RATES MATRIX

Position Title	Exempt / Non-Exempt	Minimum Education & Licensing	Years of Experience	Page #
Graphic Artist	Non-Exempt	BS or Educ & Exp Equivalent	4	A-78
Senior Systems/Network Administrator	Exempt	MS or BS w/6years UNIX Experience	5	A-79
Systems/Network Administrator	Exempt	MS or BS w/3 years UNIX Experience	3	A-81
PC/Network Support Specialist	Exempt	BS or Educ & Exp Equivalent	2	A-83
Programmer	Exempt	BS or Educ & Exp Equivalent	3	A-84
Program Applications Manager	Exempt	BS or Educ & Exp Equivalent	6	A-86
Senior Systems Programmer	Exempt	BS or Educ & Exp Equivalent	5	A-87
Systems Programmer	Exempt	BS or Educ & Exp Equivalent	4	A-88
Senior Database Administrator	Exempt	BS or Educ & Exp Equivalent	5	A-89
Database Administrator	Exempt	BS or Educ & Exp Equivalent	3	A-90
Communications Specialist (Telecommunications)	Exempt	BS or Educ & Exp Equivalent	3	A-91
Helpdesk Manager	Exempt	BS or Educ & Exp Equivalent	4	A-92
Computer Security Systems Manager	Exempt	BS or Educ & Exp Equivalent	6	A-93
Computer Operator I	Non-Exempt	HS or GED	1	A-94
Computer Operator II	Non-Exempt	HS or GED	2	A-95
Computer Operator III (Network Hardware Install Specialist)	Non-Exempt	HS or GED	3	A-96
Computer Operator IV	Non-Exempt	BS or Educ & Exp Equivalent	2	A-97
Computer Operator V (Sr. Network Hardware Install Spec)	Non-Exempt	BS or Educ & Exp Equivalent	3	A-98
Computer Programmer I	Non-Exempt	BS or Educ & Exp Equivalent	1	A-99
Computer Programmer II	Non-Exempt	BS or Educ & Exp Equivalent	2	A-100
	Non-Exempt	BS or Educ & Exp	4	A-101

**CONTRACT NO: NNG07AZ07C  
ATTACHMENT D – IDIQ RATES MATRIX**

<b>Computer Programmer III</b>		<b>Equivalent</b>		
<b>Position Title</b>	<b>Exempt / Non-Exempt</b>	<b>Minimum Education &amp; Licensing</b>	<b>Years of Experience</b>	<b>Page #</b>
<b>Computer Programmer IV</b>	<b>Non-Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>5</b>	<b>A-102</b>
<b>Computer Systems Analyst I (Network Installation Tech)</b>	<b>Non-Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>2</b>	<b>A-103</b>
<b>Computer Systems Analyst II</b>	<b>Non-Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>3</b>	<b>A-104</b>
<b>Computer Systems Analyst III</b>	<b>Non-Exempt</b>	<b>BS or Educ &amp; Exp Equivalent</b>	<b>4</b>	<b>A-105</b>

**Position Title: Program Manager**

**SUPERVISOR:** Library Associates President

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This is a senior library professional position with overall management responsibilities for Goddard and Wallops Library functions and technical requirements under the contract to Library Associates President. The Program Manager is also responsible for fulfilling the Metrics and Reporting requirements to include coordinating the metrics, statistics, and reports, and overseeing the development of Standard Operating Procedures for all Teams. The Program Manager serves as the on-site point of contact responsible and accountable for contractor performance. The Program Manager is the focal point for ensuring that all deliverables exceed expectations and are submitted in a timely manner. The Program Manager will maintain close coordination with the COTR in order to ensure that all performance requirements are met and that the Goddard virtual library vision is fulfilled.

Detailed Duties

- ✓ Works with the COTR to make the GSFC Libraries preeminent among science centers by attending meetings, organizing special activities, collecting statistics, writing reports and ensuring that all contract requirements are met
- ✓ Provides official interface with federal personnel, vendors, and senior level corporate personnel
- ✓ Manages and directs all technical and financial aspects of the Goddard and Wallops Library operations to assure compliance with established cost controls
- ✓ Ensures corporate resources are optimized to leverage experience and expertise
- ✓ Oversees and interacts with all technical aspects of the library, including electronic library support integration and user and technical services, implementing standard problem solving procedures and Continuous Process Improvement procedures ensuring daily operations, outreach programs, vendor contact, support services, and staff performance are optimized
- ✓ Oversees special projects and tasks
- ✓ Develops and manages benchmarks and performance measures
- ✓ Develops and implements value and customer satisfaction-based metrics
- ✓ Develops operational procedures to implement contract functional requirements
- ✓ Assures the implementation of all project-related training associated with the Safety and Health, and Quality Assurance Plans
- ✓ Oversees and finalizes all reports and metrics required under the contract
- ✓ Supervises contractor staff, including assignment and monitoring of tasks and overall performance evaluations
- ✓ Applies sound management practices to encourage equal opportunity, minimize employee turnover, and motivate and maintain a professional, highly-trained staff
- ✓ Coordinates strategic planning initiatives with the COTR, CKMO, and others as appropriate
- ✓ Works closely with the Quality Review Board to ensure that Continuous Process Improvement, new ideas, and new approaches are always being considered and implemented as appropriate
- ✓ Analyzes staffing levels and skills to forecast needs for the future

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or

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- ✓ Bachelors Degree and 5 years of professional related experience above the minimum requirements below

Experience

- ✓ Minimum of ten years of progressive experience in library and information management , three of which must have been in a science or research library or information center with a large book and journal collection supervising a minimum of ten professional staff performing intensive work with bibliographic systems producing a wide spectrum of products or services, comparable to, or exceeding, the present GSFC levels
- ✓ Concurrent two years of responsibility for oversight of an integrated library system with an online remote access capability supporting multiple functionalities and additional online systems and services
- ✓ Experience in the development of digital library services and products and Web-related design and development

Specific Requirements/Licensing

- ✓ Oversight of an information architecture that includes an integrated library system, including an online catalog and systematic production of multiple products
- ✓ Knowledge of and experience with cost control measures, benchmarking procedures, and quality assurance
- ✓ Proven ability to work effectively with management, employees, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings
- ✓ Proven experience in leading a team in product delivery, on time and within budget

**Position Title: Project Manager**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Project Manager will oversee specific short-term or long-term projects on the contract. They will manage all technical aspects of the project by instructing, directing, and checking the work of other team members. They will assist with directing the short and long term planning, control and monitoring of project scheduling and implementation, program and project development, budget review, and adherence. The Project Manager is accountable for maintaining all project records, project information management, monitoring of the project budget, and serving as point of contact for all project activities. They will be responsible for coordinating all project activity with the Program Manager and ensuring all deliverables are submitted on time in accordance with contractual obligations.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree and five years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of six years of applicable experience
- ✓ Minimum of four years of project management or supervisory experience.

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

## **Position Title: Deputy Program Manager**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Deputy Program Manager will have responsibility for operating and enhancing digital library services. Due to the importance and growing need for electronic support, the Deputy Program Manager will have oversight of the website with all resources and services associated with the Goddard Library websites, both Intranet and Internet. Responsibilities include coordination with team leaders and other library staff. The Deputy Program Manager will also work with the Program Manager in the development of special tasks and project assignments. As part of the integrated LA Team, the Deputy Program Manager will interact with the Program Manager, all team leaders, and will be an integral part of the overall management organization.

### Detailed Duties

- ✓ As Deputy Program Manager, assumes all program manager responsibilities in the absence of the Program Manager
- ✓ Coordinates with the Program Manager in the organization, compilation, and production of deliverables
- ✓ Serves as the point of contact for collecting, monitoring, and reporting of metrics and performance measures throughout the contract
- ✓ Coordinates with the Program Manager and the COTR in the completion of special tasking
- ✓ Serves as onsite contact with subcontractor employees and provides liaison with subcontract contract monitor
- ✓ Devises and plans research projects as required by the Program Manager and the COTR
- ✓ Coordinates with all team leaders in the preparation and delivery of scheduled reports
- ✓ Monitors metrics and statistics on the Web-based Tracking Site to ensure timeliness
- ✓ Reviews reporting mechanisms and implements new processes and procedures
- ✓ Coordinates with the Program Manager and the COTR in completing special reports and investigations, pilot programs and other special services
- ✓ Provides direct supervision over Wallops Technical Branch staff
- ✓ Assists in the implementation of all project-related training associated with the Safety and Health, and Quality Assurance Plans
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Provides input to budget and expenditure projections

### **QUALIFICATIONS:**

#### Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree and five years of professional related experience above the minimum requirements below

#### Experience

- ✓ Minimum of six years of progressively responsible experience in a scientific or technical library or information center
- ✓ Minimum of three years (concurrent) experience supervising professional and support staff in a scientific and/or technical library.

#### Specific Requirements/Licensing

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**ATTACHMENT D – IDIQ RATES MATRIX**

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- ✓ Administrative and technical review responsibilities for library support to include specific duties assigned in the Quality Assurance Plan
- ✓ Proven ability to communicate effectively orally and in writing
- ✓ Proven ability to identify and resolve problems

**Position Title: Principal Consultant**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Principal Consultant will assist with the direction and oversight of the marketing and promotion of the library products and services. The Principal Consultant will direct the efforts of marketing and will work with the Program Manager and COTR to develop strategies to attain the library's objectives.

*Detailed Duties*

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

✓ Masters Degree in marketing, business or related field

Experience

✓ Minimum of fifteen years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Senior Business Process Re-engineering Specialist**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Senior Business Process Re-engineering Specialist will document and analyze production, distribution, cost analysis, and/or a variety of other activities across the project or contract. The Senior Business Process Re-engineering Specialist will use this information to identify opportunities for enhanced operational efficiency through close coordination with all levels of the client and project teams. This position will be responsible for tracking all program functions, output requirements, input data acquisitions and business processes and workflow.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

✓ Bachelors Degree in business, organizational development, information management, or related field

Experience

✓ Minimum of five years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Budget Analyst**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Budget Analyst will provide guidance and oversight for project or contract-level financial management activities ensuring the appropriate managers have access to financial information that is accurate, complete, consistent, relevant, timely and comprehensible. The Budget Analyst will respond to inquiries concerning revisions to existing or new financial/budget developments and recommend modifications as required. Responsibilities also include assisting financial managers and decision makers in planning and evaluation; identification of opportunities for reducing costs and improving performance.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

✓ Bachelors Degree in business, finance, accounting, or related field

Experience

✓ Minimum of three years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Project Control Specialist**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Project Control Specialist will track and manage all aspects of a project's cost and schedule control activities. The Project Control Specialist will perform analyses and prepare relevant reports in order to ensure that activities are performed within negotiated parameters and government cost-control guidelines. This specialist will keep detailed records of program expenditures and track any resulting variances. Contractual changes are incorporated into control systems to ensure data integrity and accuracy. The specialist will also prepare project reports upon request.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in business, project management, accounting, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience
- ✓ Minimum two years of experience with project tracking software

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Technical Writer/Editor**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Technical Writer/Editor will work closely with all levels of the project to write/re-write, edit and produce technical material. This material may be original text based on technical data provided by the project team, or may be previously-produced material requiring a wide range of editorial and substantive revision.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in English, business, or related field

Experience

- ✓ Minimum of two years of applicable experience
- ✓ Minimum of one year desktop publishing software experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Training Specialist**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Training Specialist will plan, organize, and implement a wide range of training activities for all project stakeholders for both technical and non-technical subject matter. The Training Specialist will conduct training workshops or may create online training modules. Will also identify and assess the training needs through meetings with managers and supervisors and conducting surveys; and evaluate training effectiveness and be prepared with alternative ideas if they are not seeing the necessary improvement.

Detailed Duties

(Will be developed based upon Task Order requirements)

Position

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in education, business, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience
- ✓ Minimum of two years of instructional design experience.

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Research Director**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Research Director will coordinate all special research interests on the project and perform full-scale information searches of both electronic and hard-copy material using traditional and Web resources. The Research Director will package textual, graphic and tabular materials for presentations and reports and other material. Will direct the research of other staff on the team and represent the research interests on the contract or resulting project.

**Detailed Duties**

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

**Education**

- ✓ Bachelors Degree in business, science, or information management, or related field

**Experience**

- ✓ Minimum of five years of applicable experience directing research, research methods or subject matter expertise

**Specific Requirements/Licensing**

(Will be developed based upon Task Order requirements)

**Position Title: Research Assistant**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Research Assistant will work in support of special research interests on the project and will perform full-scale information searches of both electronic and hard-copy material using traditional and Web resources. The Research Assistant will prepare textual, graphic and tabular materials for presentations and reports, and will work in collaboration with other team members.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

Bachelors Degree in business, science, or information management, or related field

Experience

Minimum of two years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Scanning Technician**

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** The Scanning Technician position is responsible for operating digital image scanning equipment to capture images of large collections of source documents. The Scanning Technician extracts and/or interprets bibliographic or subjective information from source documents into standardized database fields.

Detailed Duties

- ✓ Accepts and organizes scanning from various library staff members
- ✓ Sorts all documents to be scanned
- ✓ Prepares each document for scanning, i.e. placing document separator sheets in multi page stacks
- ✓ Provides minor maintenance of scanner to ensure optimal output and tracks major maintenance provided
- ✓ Scans proper image of documents
- ✓ Identifies different document types and requirements
- ✓ Provides proper indexing of all document types for later retrieval
- ✓ Re-scans bad images
- ✓ Conducts quality assurance on scanned documents
- ✓ Verifies image quality and index information
- ✓ Uses good judgment in deciding which errors to correct and which errors are sent back to originator
- ✓ Performs work in compliance with Safety and Health and Quality Assurance Plans

**QUALIFICATIONS:**

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of one year scanning experience
- ✓ Minimum of one year office or library experience

Specific Requirements/Licensing

- ✓ Demonstrated quick and accurate data entry skills
- ✓ Proven ability to pay attention to detail
- ✓ Proven ability to research and problem solve
- ✓ Proven good organizational skills
- ✓ Proven ability to communicate effectively

**Position Title: Administrative Assistant**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** The Administrative Assistant will provide administrative and clerical support to the Program Manager, Deputy Program Manager and library staff.

**Detailed Duties**

- ✓ Participates in continuous process improvement by making recommendations for better ways to perform functions
- ✓ Performs all the general office requirements necessary to support library administration activities
- ✓ Assists library staff with reports, graphics, and manual production duties
- ✓ Supports employee orientation, awareness, and training activities that involve safety and health, and quality control topics
- ✓ Responsible for telephone system
- ✓ Provides other necessary contract administrative support functions, including development of schedules, meetings and agendas, travel arrangements, and other duties as may be required
- ✓ Maintains list of necessary general office supplies and orders on regular basis

**QUALIFICATIONS:**

**Education**

- ✓ High School diploma or GED

**Experience**

- ✓ Minimum two years experience as an administrative assistant or secretary
- ✓ Experience in working with numbers and figures and charts in reports
- ✓ Experience in Windows environment using Microsoft Office Suite
- ✓ Experience in using Excel or other spreadsheets
- ✓ Experience with tools such as Visio and Gant charts a plus
- ✓ Experience with MS Access or other similar databases desirable
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus

**Specific Requirements/Licensing**

- ✓ General knowledge of office procedures and filing systems, as well as purchasing of supplies
- ✓ Proven ability to take direction and work well with varied management personnel
- ✓ Proven positive telephone skills
- ✓ Proven organizational skills
- ✓ Proven grammatical skills, both written and oral

**Position Title: Word Processor I**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non- Exempt

**RESPONSIBILITIES:** This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ High School Diploma or GED

Experience

- ✓ Some office experience preferred

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

**Position Title: Word Processor II**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non- Exempt

**RESPONSIBILITIES:** This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as editing and reformatting written or electronic drafts (i.e., correcting function codes, adjusting spacing formatting and standardizing heading, margins, and indentations); and transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of two years of administrative or clerical experience

Specific Requirements/Licensing

- ✓ Familiarity with office terminology and practices
- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Ability to correct copy and resolve issues with documents concerning missing information, improper formatting or discrepancies in instructions
- ✓ Ability to meet assigned deadlines
- ✓ Ability to perform work with general instructions
- ✓ Good organizational skills

**Position Title: Word Processor III**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** This position requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents (i.e., complex and lengthy technical reports which include tables, graphs, charts, or multiple columns). Will use either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in related field is preferred; or
- ✓ Equivalent education and relevant experience combined above minimum requirements below

Experience

- ✓ Minimum of four years of administrative or clerical experience

Specific Requirements/Licensing

- ✓ Ability to multi-task and meet assigned deadlines
- ✓ Ability to perform work independently under minimal supervision or as a team on special projects
- ✓ Ability to communicate effectively both orally and in writing
- ✓ Good organizational skills

**Position Title: Warehouse Clerk**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** The Warehouse Clerk position is responsible for a variety of warehouse responsibilities to include shipping and receiving materials, supplies and equipment.

Detailed Duties

- ✓ Performs tasks associated with shipping and receiving materials, supplies and equipment
- ✓ Verifies materials against receiving documents
- ✓ Verifies orders are accurately filled and properly packaged
- ✓ Prepares records, manifests and bills of lading
- ✓ Notates and reports discrepancies and obvious damages
- ✓ Stores materials and supplies within warehouse
- ✓ Organizes and maintains organized shelves
- ✓ Maintains accurate count of inventory
- ✓ Examines stored materials and reports deterioration and damage
- ✓ Performs all warehouse related functions
- ✓ May operate hand or power trucks in performing warehousing duties
- ✓ Performs work in compliance with Safety and Health and Quality Assurance Plans

**QUALIFICATIONS:**

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of one year of warehouse experience to include experience with inventory and shipping

Specific Requirements/Licensing

- ✓ Proven ability to take direction and follow-through with task
- ✓ Proven ability to work under minimal supervision

**Position Title: Knowledge Management Team Leader**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This is a knowledge management professional position with responsibility for identifying and communicating these principles to the library team at large, while implementing and sustaining knowledge management activities in support of the Chief Knowledge Management Officer.

Detailed Duties

- ✓ Works with the Project Manager in support of Library objectives
- ✓ Ensures all deliverables are on-time and compliant
- ✓ Oversees special Knowledge Management projects and tasks
- ✓ Provides leadership to the Knowledge Management Team
- ✓ Facilitates the implementation of interventions related to the organization's redesign of existing business processes
- ✓ Designs and implements a variety of interventions that will foster healthy organizational change in the work environment
- ✓ Maintains staffing of the Knowledge Management Team
- ✓ Provides oversight, integration, and coordination of the Knowledge Management Team, including assignment, monitoring of tasks, and overall performance evaluations
- ✓ Produces management reports on projects and activities

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in business, education, or organizational psychology, with an emphasis on organizational development or change management

Experience

- ✓ Minimum of five years of increasingly responsible professional experience in managing change initiatives
- ✓ Minimum of three years experience in managing a unit which includes both professional and support staff
- ✓ Experience in conducting data collection, analysis, and research in support of identifying individual and organizational performance barriers
- ✓ Experience in minimizing or eliminating obstacles preventing the achievement of optimal performance
- ✓ Experience in administrative and technical review responsibilities

Specific Requirements/Licensing

- ✓ Proven ability to work effectively with management, employees, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings

**Position Title: Knowledge Management Analyst**

**SUPERVISOR:** Knowledge Management Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This position will combine the knowledge of organizational development with research skills to provide the business case for new technologies or change initiatives.

*Detailed Duties*

- ✓ Supports the customer in identifying, quantifying, and documenting the costs and benefits of specific knowledge management initiatives
- ✓ Provides support to customer and Library staff by gathering information, displaying data, or documenting results related to management studies or organizational improvement efforts
- ✓ Works with the Program Manager, the Knowledge Management Team Lead, and the Library staff in support of Library objectives
- ✓ Performs basic research and statistical analysis as directed by the Customer, the Program Manager, or the Knowledge Management Team Lead
- ✓ Provides technical and administrative support in the development and documentation of studies, analyses, and reports
- ✓ Performs specialized research and technical writing tasks
- ✓ Studies and analyzes current advances in program practices and documentation and uses this information to formulate, implement, document, and evaluate processes, practice, systems, programs, or technology

**QUALIFICATIONS:**

*Education*

- ✓ Masters degree in business or management information systems with emphasis on research and analysis; or
- ✓ Bachelors Degree with three years of applicable experience above the minimum requirements below

*Experience*

- ✓ Experience with organizational research and various statistical models
- ✓ Experience with documenting research, studies, and analyses

*Specific Requirements/Licensing*

- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings

**Position Title: Senior Librarian/Information Professional  
(Team Leader)**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This position will manage a task area within the library. The Senior Librarian/Information Professional will be responsible for supervision of staff, acquisition, cataloging of library materials including print, non-print, and electronic media, and providing reference services. May provide bibliographic verification of requests and conduct literature and electronic searches on technical subjects.

**Detailed Duties**

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

**Education**

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

**Experience**

- ✓ Minimum of five years of progressively responsible experience in a scientific or research library
- ✓ Minimum of three years supervisory experience, including both professional and nonprofessional library functions

**Specific Requirements/Licensing**

(Will be developed based upon Task Order requirements)

**Position Title: Electronic Library & Digital Preservation Team Leader**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This team leader position will have overall responsibility for the technology and systems used in support of the Goddard and Wallops Libraries and for leadership of the Electronic Library & Digital Preservation (ELDP) Team. As part of the integrated LA Team, the ELDP team leader will interact with the Program Manager and all team leaders. The ELDP team leader will be an integral part of the overall management organization and must have knowledge of systems, services, budget considerations, strategic planning, and personnel management.

Detailed Duties

- ✓ Serves as the principal liaison with the Program Manager for project progress and problem resolution pertaining to electronic library & digital preservation
- ✓ Integrates all of the technical resources required to maintain state-of-the-art systems and services within an environment of rapidly evolving technology
- ✓ Serves as part of the strategic planning team to analyze and present future technologies and systems as they relate to library functions
- ✓ Responsible for the maintenance, upgrade, enhancement, administration, and performance monitoring of the entire electronic infrastructure within the library including the integrated library system database integrity, LAN administration, wide area communications interfaces, and intranet/internet services in support of the Goddard Digital Library
- ✓ Optimally focuses the diverse skills and experience of the core technical team, utilizes specialized technical skills of other members of the larger Goddard Library Team, and acquires specialized assistance from other sources when necessary
- ✓ Provides for maintenance of all hardware, software, and network facilities for the Goddard Digital Library
- ✓ Maintains Sirsi/Dynix integrated library system including upgrading, customizing, import/export of data, performance monitoring and systems backup
- ✓ Manages all telecommunications issues, including interfacing with GSFC telecommunications personnel and committees
- ✓ Coordinates and supervises the Electronic Library & Digital Preservation Team, including assignment and monitoring of tasks and overall performance evaluations in compliance with the Quality Assurance Plan
- ✓ Coordinates the external telecommunications connections with the communications network environment for Internet, OCLC, NASA GALAXIE, and commercial database services
- ✓ Provides technical support at both Goddard and Wallops Libraries
- ✓ Monitors system performance
- ✓ Develops and maintains backup and disaster recovery plans
- ✓ Supervises Network Administrator in the areas of preventive and remedial maintenance for all electronic systems hardware and software applications.
- ✓ Ensures the total integration of all GDL modules and information resources

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**ATTACHMENT D – IDIQ RATES MATRIX**

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- ✓ Works with the members of the Goddard Library Team in developing functional requirements for new systems and applications
- ✓ Develops system design specifications to satisfy requirements and communicates the design to the Electronic Library & Digital Preservation Team
- ✓ Supervises implementation and installation activities
- ✓ Facilitates ongoing communications among the functional library team and the systems team
- ✓ Develops Standard Operating Procedures for the Electronic Library & Digital Preservation Team
- ✓ Develops budget recommendations for equipment and systems to support evolving technology
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Produces management reports on system workloads and operations
- ✓ Maintains statistics and performance measures to ensure contractual compliance and to help the team meet/exceed performance objectives

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in business, computer science, library or information science; or
- ✓ Bachelors Degree and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of five years of increasingly responsible professional experience in managing complex information management systems, two years of which must have been in a science or research and development environment
- ✓ Minimum of three years experience in managing a unit which includes both professional and support staff in a networked systems environment
- ✓ Experience in managing and troubleshooting local and wide-area networks involving extensive use of TCP/IP
- ✓ Experience must be in a heterogeneous networked environment involving interconnection of UNIX-based servers and Intel-based PCs, and Macintosh clients
- ✓ Experience in administrative and technical review responsibilities for a technology and systems staff with activity as extensive and complex as that at the Goddard Library and involving individuals with skills in UNIX (preferably Sun/Solaris), MS Windows, and Macintosh operating systems

Specific Requirements/Licensing

- ✓ TCP/IP and Internet protocol knowledge and experience are required
- ✓ Proven ability to work effectively with management, other staff members, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings

**Position Title: Access Services & Information Navigation Team Leader**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This team leader will oversee operations of both Access Services and Information Navigation Services, both integral parts of user services at the Goddard Space Flight Center. The Access Services/Information Navigation Team Leader will also act as an immediate technical resource for the Wallons Library. This position provides day-to-day supervision of the GSFC circulation, access services, and the reference desk, outreach, current awareness, and educational aspects of the library. The Access Services/Information Navigation Team Leader provides an interface with customers in navigating the world of information available to them through the GSFC resources. In addition, the Access Services/Information Navigation Team Leader assures that the library physical environment is well organized, functional, attractive, and responsive to user requests and needs. As part of the integrated LA Team, the Access Services/Information Navigation Team Leader will interact with the Program Manager, all team leads, and will be an integral part of the overall management organization.

Detailed Duties

- ✓ Serves as the principal liaison with the Program Manager for project progress and problem resolution pertaining to access and navigation services
- ✓ Responsible for oversight of all user services activities, the compiling and entering of metrics data, and departmental representation in oral and written reporting
- ✓ Provides input to marketing plans and strategies, and new product development ideas
- ✓ Interfaces with the Electronic Library & Digital Preservation Team to develop Web processes and electronic access to information
- ✓ Serves as an integral part of the Strategic Planning Team, continuously developing new ideas, concepts, and methodologies of benefit to the library
- ✓ Performs metrics and reporting functions and ensures coordination and timeliness in delivering reports and provide expertise for special tasking
- ✓ Prepares Standard Operating Procedures for the Access Services/Information Navigation Team
- ✓ Provides expert reference and research services to the COTR upon request
- ✓ Ensures that users are provided with access to and instruction in obtaining the information they need in the best format and in a timely manner
- ✓ Coordinates and supervises the Access Services/Information Navigation Team, including assignment and monitoring of tasks and overall performance evaluations in compliance with the Quality Assurance Plan
- ✓ Ensures coverage of the user services area of the library during all hours GSFC Library is open
- ✓ Provides outreach and educational activities to attract and serve users
- ✓ Develops current awareness materials designed to promote the library and its activities
- ✓ Works with the Program Manager to develop educational events and presentations to benefit GSFC personnel and promote library services
- ✓ Ensures the prompt discharge and re-shelving or re-filing of all Library materials and all other collection maintenance activities, including shifting, inventory control, locations updating in the Sirsi/Dynix library system
- ✓ Provides timely production and distribution of overdue notices, hold and reserve notifications; the creation, update and maintenance of the patron records and Sirsi/Dynix circulation table values; the prompt reply and fulfillment of InterLibrary Loan (ILL) borrowing and loaning requests

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- ✓ Responsible for continuous support at the user contact desks; the selective dissemination of news items and the timely display of new materials; the prompt posting, claiming, ordering and binding of serial literature; the prompt receiving, processing, and distribution of mail
- ✓ Ensures continuous operation of photocopiers and other library machines; the efficient and complete attention to patron informational needs and the referral to the government of those that require extensive research; the coordination of outreach activities
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Provides input to budget and expenditure projections
- ✓ Produces management reports as required to meet contractual obligations
- ✓ Maintains statistics and performance measures to ensure contractual compliance and to help the team meet/exceed performance objectives
- ✓ Supervises the compiling and data entry of statistics on all team activities, including circulation, ILL, serials control, informational requests, and produces reports on the teams accomplishments

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree in science, mathematics, or engineering and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of ten years of experience in providing in-depth research and reference services in science, technology, business in an operations section of a library with automated circulation functions and electronic information resources
- ✓ Minimum of five years concurrent experience managing an Access Team that includes professional and nonprofessional staff

Specific Requirements/Licensing

- ✓ Direct experience in searching a wide variety of scientific and technical online databases
- ✓ Knowledge of copyright issues/laws as they impact library materials
- ✓ Familiarity with science, engineering and mathematics print and electronic reference resources
- ✓ Proven ability to communicate effectively both orally and in writing
- ✓ Proven knowledge of customer satisfaction principles

**Position Title: Collection Building Team Leader**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Collection Building Team Leader position provides leadership, direction, and day-to-day oversight of the Collection Team and has principal responsibility for building the library's print and non-print collection, maintaining a philosophy of providing timely provision of library resources. The Collection Building Team Leader will ensure coordination and efficiency in the acquisitions, cataloging/metadata creation, and importing of bibliography data. The Collection Building Team Leader will perform metrics and reporting functions and ensure coordination and timeliness in delivering reports and provide expertise for special tasking. As part of the integrated LA Team the Collection Building Team Leader will interact with the Program Manager, all team leaders, and will be an integral part of the overall management organization.

Detailed Duties

- ✓ Serves as the principal liaison with the Program Manager for project progress and problem resolution pertaining to the library's collection
- ✓ Responsible for oversight of all Collection Building activities, the compiling and entering of metrics data, and departmental representation in oral and written reporting
- ✓ Coordinates with the Program Manager in the organization, compilation and production of deliverables
- ✓ Coordinates with the Program Manager and the COTR in the completion of special tasking
- ✓ Maintains primary responsibility for library collection building functions, including identification of material for acquisition, acquisition of materials, cataloging, and serials control
- ✓ Responsible for all ordering and receiving of materials, including funds obligation and tracking; cataloging/metadata creation, data import, material processing, and the collection's database maintenance
- ✓ Coordinates with the Serials Technician in ordering and renewing serial subscriptions
- ✓ Coordinates with all team leads in the preparation and delivery of scheduled reports, and the Access Services, Information Navigation and Electronic Library & Digital Preservation deliverables
- ✓ Coordinates with the Program Manager and the COTR in completing special reports and investigations, pilot programs and other special services
- ✓ Plans, directs, carries out, reports on, and evaluates success of programs to build the library collection through both traditional (purchasing books or other materials) and new (Internet, strategic liaisons with other institutions, etc.) methods
- ✓ Maintains knowledge of jobbers and vendors and interacts with them regularly to ensure cost efficient services for the library
- ✓ Maintains acquisitions records and audit trail for acquisition actions and provides Program Manager with reports as required
- ✓ Coordinates and supervises the Collection Building Team, including assignment and monitoring of tasks and overall performance evaluations in compliance with the Quality Assurance Plan
- ✓ Supervises the compiling and data entry of statistics on all team activities, including cataloging and acquisitions, and produces reports on the team's accomplishments
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Provides input to budget and expenditure projections
- ✓ Produces management reports as required
- ✓ Maintains statistics and performance measures to ensure the team meets/exceeds performance objectives

**QUALIFICATIONS:**

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Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree in science, mathematics, or engineering and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of three years of progressively responsible experience in a scientific or technical library or information center with automated acquisition, cataloging, and serials control functions
- ✓ Minimum of two years of experience directing collection development, acquisition, cataloging, and processing functions
- ✓ Minimum of three years experience managing collection building teams comprised of both professional and support staff

Specific Requirements/Licensing

- ✓ Experience in managing large acquisitions budgets
- ✓ Experience evaluating, selecting, and cataloging non-print library materials
- ✓ Experience in using OCLC, ILS, Internet services, CD-ROMs, and other pertinent electronic media
- ✓ Direct purchasing experience in building a science library collection, including interacting with and utilizing jobber
- ✓ Proven ability to communicate effectively orally and in writing
- ✓ Proven ability to identify and resolve problems

**Position Title: Wallops Site Manager**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This professional library position manages day-to-day supervisory and technical responsibilities for the Wallops Flight Center Library ensuring appropriate library services are available for customers. The Wallops Site Manager position is required to ensure that regular library hours are maintained, shelf maintenance is performed and circulation services are provided. In addition, the Site Manager acts as a reference librarian providing reference services in the engineering, scientific and earth sciences disciplines. The Site Manager will perform metrics and reporting functions and ensure coordination and timeliness in delivering reports and provide expertise for special tasking.

Detailed Duties

- ✓ Ensures that all library users at the Wallops Flight Center Library are provided with optimal services as agreed to under the terms of the contract
- ✓ Responsible for the daily operations and personnel supervision at the Wallops facility
- ✓ Performs as the Reference Librarian assisting users in research through the identification and retrieval of materials including: print collections, geological surveys, maps, on-line databases, document delivery services, the Internet, and other online catalogs and libraries
- ✓ Assists the Program Manager in leveraging corporate resources in the best interests of the site library as well as all of GSFC
- ✓ Oversees all library functions, including user and technical services
- ✓ Coordinates and supervises the Wallops Library staff, including assignment and monitoring of tasks and overall performance evaluations in compliance with the Quality Assurance Plan
- ✓ Maintains Wallops Library staff awareness of safety, occupational health, and environmental concerns
- ✓ Conducts in-depth literature searches using a variety of reference materials, including print sources, online databases, and Internet resources
- ✓ Resolves problems and works closely with the Electronic Library & Digital Preservation Leader to ensure services for users
- ✓ Analyzes user requirements and makes recommendations for improvements for required processes and products
- ✓ Responds to engineering, scientific and earth science queries.
- ✓ Assists users in formulating search strategies and in locating materials using all available sources and tools
- ✓ Conducts outreach activities to make research material more accessible to users
- ✓ Maintains current awareness about new products and sources of relevance to the Wallops mission
- ✓ Makes acquisition suggestions regarding scientific materials or services of special interest to Wallops users
- ✓ Performs instructional and training activities
- ✓ Interfaces with all Goddard Library Team Leaders for additional reference support, electronic library support and technical services functions required to operate the Wallops facility
- ✓ Collects, monitors, and tracks metrics and statistics for this site, and provides that information to the project management office
- ✓ Prepares standard operating procedures for the site
- ✓ Researches and writes Library monthly narrative and statistical reports
- ✓ Maintains statistics and other administrative information requested by the Program Manager and required by the contract and prepares reports as appropriate

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- ✓ Interacts with all team leaders to meet all contract requirements and to ensure all user services are implemented
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Provides input to budget and expenditure projections

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree in science, mathematics, or engineering and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of three years of progressively responsible duties in a scientific or research library
- ✓ Minimum of three years supervisory experience, including both professional and nonprofessional library functions
- ✓ Knowledge of integrated library services and technology, including OCLC, CD-ROM, Internet services, and the Internet
- ✓ Experience in conducting literature searches in scientific and technical databases
- ✓ Experience in providing reference services in a variety of media, both print and non-print resources
- ✓ Experience working in a branch or remote library environment

Specific Requirements/Licensing

- ✓ Proven ability to work independently
- ✓ Proven ability to communicate effectively orally and in writing
- ✓ Proven ability to analyze problems and implement resolution methodologies

**Position Title: Librarian/Information Professional**

**SUPERVISOR:** Various Team Leaders

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This position may assist in maintaining books and publications; searching catalog files and shelves; selecting reference works and periodicals as requested by the user. The Librarian may assist in classifying and cataloging new acquisitions, and may arrange interlibrary loans. The Librarian will serve as primary contact on requests for both technical and non-technical information within and outside the library. This position will also perform specialized online information searches.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

Experience

- ✓ Minimum of three years of experience in cataloging and classification, online information searches, public service, and/or interlibrary loans

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Acquisitions Librarian**

**SUPERVISOR:** Collection Building Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Acquisitions Librarian has responsibility for reviewing and evaluating resources for library acquisitions or access in all forms and will be involved in renewing licenses and developing best practices for consortial acquisition purchases.

Detailed Duties

- ✓ Provides general input and suggestions for improvement of processes and products for the benefit of the library's clientele
- ✓ With prior approval, responsible for acquiring library materials using a variety of resources and services
- ✓ Responsible for reviewing vendors and sources to ensure that library funds are being maximized
- ✓ Establishes standing orders and deposit account orders; prepare license agreements for electronic information resources
- ✓ Maintains a system of accounts for acquisitions to meet government standards and requirements
- ✓ Oversees all acquisition orders, receipts, and claiming processes using prescribed programs and the GDL system
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ May be responsible for supervising an Acquisitions Library Technician or Assistant
- ✓ Performs quality control on cataloging data input by support staff

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

Experience

- ✓ Minimum of three years of experience in library acquisitions, recommendations, and selections
- ✓ Minimum of two years of experience (concurrent) in maintaining automated processing information files
- ✓ Minimum two years experience (concurrent) using Internet tools and other electronic resources to acquire materials
- ✓ Experience in virtual collection development
- ✓ Experience managing junior personnel

Specific Requirements/Licensing

- ✓ Proven knowledge of the information-seeking behavior of scientists and engineers and experience in addressing those particular patterns in developing acquisition resources
- ✓ Proven knowledge of scientific and engineering journals, periodicals, catalogs, and standards
- ✓ Proven ability to work independently

**Position Title: Cataloging Librarian**

**SUPERVISOR:** Collection Building Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Cataloging Librarian has responsibility for the bibliographic integrity of the library catalog resources by assuring accuracy and timeliness in cataloging/metadata creation, importing of bibliographic data, and database maintenance.

Detailed Duties

- ✓ Provides general input and suggestions for improvement of processes and products for the benefit of the library's clientele
- ✓ Responsible for the quality assurance of all metadata, creation of original cataloging records, oversight of copy cataloging of records, and maintenance of the bibliographic database
- ✓ Produces cataloging records for all library resources using best library standards and best library practices
- ✓ Responsible for all cataloging/metadata creation, importing of bibliographic data, and database maintenance using the Sirsi/Dynix system for inclusion in the NASA union catalog
- ✓ Creates all original cataloging records and quality checks all copy cataloging; performs authority control activities and updates the bibliographic database as needed
- ✓ Selects and adds appropriate NASA subject thesaurus terms to the bibliographic record
- ✓ Updates and corrects cataloging records or fields in records when errors are identified
- ✓ Maintains up-to-date shelf lists and other authority files
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Instructs library staff and users on cataloging matters and answers technical questions
- ✓ Participates in bibliographic committee responsibilities
- ✓ Remains current on new rules and methods for multiple media cataloging
- ✓ Performs quality control on cataloging data input by support staff
- ✓ Technical responsibility for bibliographic control of complete spectrum of computerized book and journal catalogs
- ✓ Supervises the Cataloging Technician

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

Experience

- ✓ Minimum of three years experience in cataloging and classification of scientific material, using AACR2 and Library of Congress classifications
- ✓ Minimum of two years of experience (concurrent) in a scientific and technical library or information center, cataloging science and engineering materials
- ✓ Minimum two years experience (concurrent) utilizing OCLC plus substantive original cataloging to MARC II, AACR2 requirements
- ✓ Minimum of one year of experience technically directing and revising work of junior paraprofessional catalogers

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- ✓ Experience in entering data for the production of online catalogs and computerized products, and in using machine-readable diagnostics and machine-readable authority files

*Specific Requirements/Licensing*

- ✓ Proven ability to use input materials into cataloging databases
- ✓ General knowledge of quality control and value-added principles desirable
- ✓ Proven ability to work in a team setting with peers and support staff as well as independently

**Position Title: Digital Archivist**

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Digital Archivist will apply traditional and digital archival principles to the collection, preservation, and presentation of digital materials.

Detailed Duties

- ✓ Archives digital images, documents, video, multimedia and other formats
- ✓ Checks metadata, formatting and file naming
- ✓ Organizes images on server and burns backup media (DVD)
- ✓ Administers and maintains database, coordinating data with other programs as required
- ✓ Communicates with other library staff members regarding availability and characteristics of images in archive
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Reformats and transfers images to other library staff members
- ✓ Maintains documentation of procedural history of the archive
- ✓ Scans archival documents
- ✓ Assists in current awareness, outreach, and educational activities to provide users with an understanding of the GSFC Libraries mission and services
- ✓ Assists in updating the Library's website
- ✓ Maintains current awareness about new products and sources of relevant digitalization-related materials or information
- ✓ Makes recommendations about information content or organization on the Goddard's website

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in library or information sciences from an ALA accredited university; or
- ✓ Bachelors Degree in information science or a related field and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of two years of experience working with digital image archives or equivalent
- ✓ Working knowledge and understanding of digital image file parameters (bit depth, color profiles, resolution, compression, and image size)

Specific Requirements/Licensing

- ✓ Demonstrated ability with database management, including creating and organizing file structures
- ✓ Demonstrated knowledge of file formats, media migration, metadata and preservation flatbed scanning
- ✓ Proficient with Photoshop and similar software
- ✓ Demonstrated ability to scan archival paper documents including safe handling, target values for reproduction and color correction
- ✓ Demonstrated knowledge of best practices for maintaining a longer term digital image archive

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- ✓ Demonstrated good organizational and communication skills
- ✓ Proven ability to work independently and in a team environment

**Position Title: Earth/Space Sciences Librarian**

**SUPERVISOR:** Access Services and Information Navigation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This is a subject specialist position in earth and space science reference work to assist users in research through the identification and retrieval of library materials using a variety of media, including print collections, online databases, document delivery services, the Internet, and other online catalogs and libraries. The interdisciplinary nature of the earth sciences requires a reference librarian who is experienced in researching information pertaining to multiple disciplines such as: chemistry, physics, environmental and biological sciences, astronomy, space exploration, and geography.

Detailed Duties

- ✓ Provides general input and suggestions for improvement of processes and products for the benefit of the library's users
- ✓ Assists users in research through the identification and retrieval of physical and environmental sciences materials including: print collections, online databases, document delivery services, the Internet, and other online catalogs and libraries
- ✓ Assists in current awareness, outreach, and educational activities to provide users with an understanding of the GSFC Libraries mission and services
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Develops materials and provides users with assistance and instruction in accessing and using library services and products
- ✓ Assists in updating the Library website
- ✓ Working with the Electronic Library & Digital Preservation Team, provides access to the electronic collection
- ✓ Responds to questions about and requests for materials relating to physical and environmental sciences in the library collection and suggests alternate sources of relevant materials
- ✓ Assists users in formulating search strategies and in locating materials using all available sources and tools
- ✓ Conducts online database and Internet searches to locate and obtain relevant science/engineering-related materials
- ✓ Performs training and instructional activities
- ✓ Actively interfaces with GSFC engineering staff
- ✓ Maintains current awareness about new products and sources of relevant physical and environmental science-related materials or information
- ✓ Makes acquisition suggestions regarding physical and environmental sciences-related materials or services of special interest to users
- ✓ Makes recommendations about information content or organization on the Goddard website
- ✓ Conducts outreach activities to make earth sciences-related materials more accessible for users, including conducting Internet searches to find useful sites and publicizing them for the benefit of users
- ✓ Coordinates with government counterparts when information requests include extensive research
- ✓ Assists the Wallops Site Manager with complex reference requests

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Sciences from an ALA accredited university; or

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- ✓ Bachelors Degree in a relevant science field and a minimum of one year of providing end user reference support above the minimum requirements below; or
- ✓ Bachelors Degree and a minimum of four years experience providing end user reference support in a science library above the minimum requirements below

Experience

- ✓ Minimum of two years of experience in searching online catalogs and databases, CD-ROMs, the Internet, and other media (as well as print resources and documents) to locate and retrieve scientific and technical documents, research results, and related materials
- ✓ Minimum of one year of professional experience assisting library users in the use of scientific/engineering materials
- ✓ Minimum of one year experience utilizing electronic information services to verify and locate library materials held and not held in the collection

Specific Requirements/Licensing

- ✓ Proven knowledge of the information-seeking behavior of scientists and engineers and experience in addressing those particular patterns in providing research assistance
- ✓ Proven knowledge of scientific and engineering journals, periodicals, catalogs, and standards
- ✓ Proven ability to work independently

**Position Title: Engineering Librarian**

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This is a subject specialist position in engineering reference work to assist users in research through the identification and retrieval of library materials through a variety of media, including print collections, online databases, document delivery services, the Internet, and other online catalogs and libraries. The Engineering Librarian position is required to ensure that the scientific and engineering references services are performed by an individual who is expert in the research and retrieval of scientific information such as mechanical and electrical engineering, mathematics, composites and materials, thus providing the client accurate and comprehensive reference material that meets all expectations.

Detailed Duties

- ✓ Provides general input and suggestions for improvement of processes and products for the benefit of the library's clientele
- ✓ Assists users in research through the identification and retrieval of physical and environmental sciences materials including: print collections, online databases, document delivery services, the Internet, and other online catalogs and libraries
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Assists in current awareness, outreach, and educational activities to provide users with an understanding of the GSFC Libraries mission and services
- ✓ Develops materials and provides users with assistance and instruction in accessing and using library services and products
- ✓ Assists in updating the Library's website
- ✓ Working with the Electronic Library & Digital Preservation Team, provides access to the electronic collection.
- ✓ Responds to questions about science/engineering-related materials in the library collection and suggests alternate sources of relevant materials
- ✓ Assists users in formulating search strategies and in locating materials using all available sources and tools
- ✓ Conducts on-line database and Internet searches to locate and obtain relevant science/ engineering-related materials
- ✓ Performs training and instructional activities
- ✓ Actively interfaces with GSFC engineering staff
- ✓ Maintains current awareness about new products and sources of relevant science/engineering-related materials or information
- ✓ Makes acquisition suggestions regarding science/engineering-related materials or services of special interest to users
- ✓ Makes recommendations about information content or organization on the Goddard website
- ✓ Conducts activities to make science/engineering-related materials more accessible for users, including conducting Internet searches to find useful sites and publicizing them for the benefit of users
- ✓ Coordinates with government counterparts when information requests include extensive research

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Sciences from an ALA accredited university; or

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- ✓ Bachelors Degree in a relevant science field and a minimum of one year of providing end user reference support above the minimum requirements below; or
- ✓ Bachelors Degree and a minimum of four years experience providing end user reference support in a science library above the minimum requirements below

Experience

- ✓ Minimum of two years of experience in searching online catalogs and databases, CD-ROM's, the Internet, and other media (as well as print resources and documents) to locate and retrieve scientific and technical documents, research results, and related materials
- ✓ Minimum of one year of professional experience assisting library users in the use of scientific/engineering materials
- ✓ Minimum of one year experience utilizing electronic information services to verify and locate library materials held and not held in the collection

Specific Requirements/Licensing

- ✓ Proven knowledge of the information-seeking behavior of scientists and engineers and experience in addressing those particular patterns in providing research assistance
- ✓ Proven knowledge of scientific and engineering journals, periodicals, catalogs, and standards
- ✓ Proven ability to work independently

**Position Title: Reference Librarian**

**SUPERVISOR:** Access Services & Information Navigation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Reference Librarian has responsibility for providing reference assistance, library instruction for print and electronic resources, collection development and the creation of bibliographies.

***Detailed Duties***

- ✓ Provides general services for the library's clientele using the library databases and other online resources
- ✓ Serves as reference specialist and liaison to patrons to promote library resources and deliver library services
- ✓ Provides online and face-to-face library and information literacy instruction for users
- ✓ Participates in collection development including the identification and evaluation of high-quality, relevant online databases and reliable resources on the internet
- ✓ Contributes to ongoing improvement of the library website
- ✓ Participates as a library team member to accomplish library goals and initiatives
- ✓ Develops metrics and reports
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans

**QUALIFICATIONS:**

***Education***

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

***Experience***

- ✓ Minimum of three years experience in library reference services
- ✓ Minimum of two years (concurrent) experience in reference and collection development

***Specific Requirements/Licensing***

- ✓ Demonstrated experience with library resources, public service, and a commitment to continuous learning and the library profession
- ✓ Demonstrated ability to work well on collaborative projects, interest in emerging technologies and ongoing professional development
- ✓ Proven ability to input materials into cataloging databases
- ✓ General knowledge of quality control and value-added principles desirable
- ✓ Proven ability to work in a team setting with peers and support staff as well as independently

**Position Title: Systems Librarian**

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Systems Librarian is responsible for the management and functional enhancement of existing and emerging technologies as it applies to the Library and Center applications. The Systems Librarian's responsibilities also include the integration of the technical resources required to maintain state-of-the-art systems and services with an environment of rapidly evolving technology.

Detailed Duties

- ✓ Assists with the implementation and management of current integrated library systems
- ✓ Evaluates the Library computer systems, including the infrastructure and operating system of the integrated library system (Sirsi/Dynix)
- ✓ Investigates and integrates the use of advanced tools and emerging technologies for library programs
- ✓ Provides leadership and direction in the utilization of electronic tools such as: cataloging and circulation systems, HTML tools, Windows NT and Windows 2000, UNIX and various digital library tools
- ✓ Utilizes technology in the development of innovative projects and services for patrons
- ✓ Recommends changes for performance improvement
- ✓ Supports library applications with server platforms and UNIX
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Assists in current awareness, outreach, and educational activities to provide users with an understanding of the GSFC Libraries mission and services
- ✓ Assists in updating the Library website

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library and Information Science from an ALA accredited university; or
- ✓ Bachelors Degree in a technical field and two years of library experience above the minimum requirements below

Experience

- ✓ Minimum of two years of experience with an integrated library system
- ✓ Working knowledge and understanding of network protocol, TCP/IP, Intranets, Internet/web applications in libraries, OCLC, digital formats, conversion alternatives, and metadata standards

Specific Requirements/Licensing

- ✓ Demonstrated analytical skills and the ability to work effectively under pressure
- ✓ Demonstrated ability to work well on collaborative projects
- ✓ Interest in emerging technologies and ongoing professional development
- ✓ Demonstrated good organizational, communication and problem-solving skills
- ✓ Demonstrated ability to work independently and in a team environment

**Position Title: Library Technician (Cataloging)**

**SUPERVISOR:** Cataloging Librarian

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** This position will be responsible for importing bibliographic data and performing copy cataloging of materials using MARC Record format, accepted standards and practices, and within the established guidelines of the NASA Library.

Detailed Duties

- ✓ Responsible for the cataloging of the Library's materials in compliance with project-related Quality Assurance Plan
- ✓ Assists in verification of bibliographic information, using standard library tools and online databases including OCLC, NTIS, and NASA Technical Report Services
- ✓ Performs copy cataloging for titles with existing records using MARC format and observing authority rules
- ✓ Verifies and updates bibliographic data with the item in hand
- ✓ Prepares displays, updates website and processes holds from previous displays
- ✓ Provides technical and administrative support for all phases of materials processing
- ✓ Maintains files and records to monitor progress and document operations
- ✓ Maintains bibliographic records in the Library's catalog, ensuring that the records are accurate and edits records as necessary to reflect changes in the Library's collection.

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum of one year experience using integrated library system modules for cataloging
- ✓ Experience in Windows environment using Microsoft Office tools, including Excel or other spreadsheets
- ✓ Experience utilizing Sisri/Dynix system cataloging module
- ✓ Experience with MS Access or DBASE III Plus or other similar databases desirable
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus

Specific Requirements/Licensing

- ✓ General knowledge of office procedures and filing systems, as well as purchasing of supplies
- ✓ Proven ability to take direction and work well with varied management personnel
- ✓ Proven positive telephone skills
- ✓ Proven organizational skills
- ✓ Proven grammatical skills, both written and oral

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**Position Title: Library Technician (Serials)**

**SUPERVISOR:** Access Services & Information Navigation Team Leader

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** This individual will be responsible for serials control, tracking, check-in, and bindery services to ensure serials are properly accounted for and on the shelves as soon as possible. This technician will also be responsible for the offsite storage of journals.

Detailed Duties

- ✓ Manages the serials responsibilities of the Access Services function in compliance with project-related Quality Assurance Plan
- ✓ Maintains a serials control system, including journal check-in and bindery processing, tracks and verifies volumes returned from the bindery, processes theft-detection strips and bar-codes, receipts, bindery status and article delivery services
- ✓ Acquires bindery services and manages the process under the direction of the Team Lead
- ✓ Receives, processes, and stores electronic journal issues according to the Library's established retention policy for each title
- ✓ Provides journal articles on demand to library user's desktops, via photocopies, ILL, or commercial delivery services
- ✓ Assists the team lead in the processing and managing of the off-site journal backfiles
- ✓ Shifts and shelves book and journal collection

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum two years experience working in a library setting working with serials
- ✓ Minimum two years (concurrent) experience using an integrated library system
- ✓ Experience in working with electronic dissemination of information
- ✓ Experience in Windows environment using Microsoft Office tools
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus

Specific Requirements/Licensing

- ✓ Knowledge of copyright rules and regulations
- ✓ Proven ability to take direction and work well with varied management personnel
- ✓ Proven positive telephone skills
- ✓ Proven organizational skills

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**ATTACHMENT D – IDIQ RATES MATRIX**

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Proven grammatical skills, both written and oral

CONTRACT NO: NNG07AZ07C  
ATTACHMENT D – IDIQ RATES MATRIX

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**Position Title: Library Technician (Information Navigation)**

**SUPERVISOR:** Access Services and Information Navigation Team Leader

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** This position will be responsible for customer assistance, outreach, education services, and other user-related services including circulation, under the supervision of the professional librarians

Detailed Duties

- ✓ Provides ready reference services, circulation and collection maintenance activities, including mail, shelving, patron records and other duties as assigned in compliance with project-related Quality Assurance Plan and NASA IT Security requirements
- ✓ Answers ready reference requests under the direction of the Librarians
- ✓ Assists users with the operation of information retrieval, reproduction, and document viewing equipment
- ✓ Provides responsive assistance with searching standard reference tools
- ✓ Assists with development of current awareness, outreach, and educational materials
- ✓ Performs circulation, collection maintenance, and other access and navigation activities
- ✓ Selectively disseminates news items
- ✓ Assures timely display of new materials
- ✓ Creates, updates, and maintains user records in the Sirsi/Dynix system

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum two years experience assisting customers in a library setting
- ✓ Experience in using an integrated library system
- ✓ Experience in developing materials, preferably in a promotional setting
- ✓ Experience in Windows environment using Microsoft Office tools
- ✓ Experience with MS Access or DBASE III Plus or other similar databases desirable
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules as plus

Specific Requirements/Licensing

- ✓ Knowledge of copyright rules and regulations
- ✓ Proven ability to take direction and work well with varied management personnel
- ✓ Proven positive telephone skills
- ✓ Proven organizational skills
- ✓ Proven grammatical skills, both written and oral

**CONTRACT NO: NNG07AZ07C**  
**ATTACHMENT D – IDIQ RATES MATRIX**

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**Position Title: Library Technician (InterLibrary Loan)**

**SUPERVISOR:** Access Services and Information Navigation Team Leader

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** This position will be the primary responsible person for performing InterLibrary Loan (ILL) borrowing and lending, maintaining ILL records, and tracking loan transactions.

Detailed Duties

- ✓ Provides a variety of access and navigation support services in compliance with project-related Quality Assurance Plan
- ✓ Monitors operations for unsafe, unhealthful, or environmentally unsound conditions and reports situations in compliance with Safety and Health Plan
- ✓ Primarily responsible for borrowing and lending of library materials through interlibrary loan using ILLiad and OCLC
- ✓ Follows up on outstanding requests and tracks to ensure users are provided with required information
- ✓ When material may not be available through regular interlibrary loan processes, researches additional methods for finding and obtaining the desired material
- ✓ Assists in the development of outreach and educational materials and other navigation activities upon request
- ✓ Provides monthly statistics for interlibrary loans
- ✓ Shelves journals and books
- ✓ Monitors information desk assisting patrons with checkouts, renewals, returns and general reference questions
- ✓ Transfers and edits colloquia videotapes into digital format in order to enable internet access and assists with live web casts of colloquia
- ✓ Assists with library events and activities including open house and ILLiad user group meetings

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum two years experience in a library setting assisting users with requests for information
- ✓ Experience in using integrated library systems
- ✓ Experience in Windows environment using Microsoft Office tools
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus
- ✓ Experience with interlibrary loan procedures is preferred

Specific Requirements/Licensing

- ✓ Knowledge of copyright rules and regulations
- ✓ General knowledge of library processes and procedures
- ✓ Proven ability to take direction and work well with varied management personnel

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**ATTACHMENT D – IDIQ RATES MATRIX**

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- ✓ Proven positive telephone skills
- ✓ Proven organizational skills
- ✓ Proven grammatical skills, both written and oral

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**ATTACHMENT D – IDIQ RATES MATRIX**

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**Position Title: Library Technician (Wallops)**

**SUPERVISOR:** Wallops Site Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** This Library Technician position will be necessary to assist with staffing, coverage of opening hours, and performance of a wide variety of library responsibilities.

Detailed Duties

- ✓ Collection Building
  - Assists in verification of bibliographic information, using standard library tools and online databases including OCLC
  - Prepares cataloging data online following MARC format and observing authority file rules
  - Generates project files and lists from computer databases
  - Orders all types of library materials, following up and resolving resulting problems
- ✓ Interlibrary Loan
  - Executes interlibrary loan requests using large library networks
  - Provides assistance in the use of bibliographic tools
- ✓ Access Services
- ✓ Serials Tracking
- ✓ Monitors all incoming journal material and shelf material
- ✓ Updates and maintains claim summary list, extracts data from check in system and retrieves missing issues from publishers
- ✓ Provides monthly statistics
- ✓ Participates in all library activities, services, and functions in compliance with project-related Quality Assurance Plan
- ✓ Monitors operations for unsafe, unhealthful, or environmentally unsound conditions and reports situations in compliance with Safety and Health Plan

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum three years experience working in a research library using automated tools
- ✓ Minimum one year experience using integrated library systems

Specific Requirements/Licensing

- ✓ Proven ability to work in a team setting and take instructions from multiple staff

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**ATTACHMENT D – IDIQ RATES MATRIX**

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- ✓ Proven ability to anticipate questions from users and respond appropriately
- ✓ Proven ability to work with minimal supervision

**Position Title: Library Assistant**

**SUPERVISOR:** Various Team Leaders

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** This position is designed to assist the professional staff in the performance of library functions in which the processing of incoming and outgoing library materials is performed including acquisitions, collections and Wallops Site activities.

Detailed Duties

Under professional guidance and supervision and following library manual procedures, Library Assistants perform the following duties:

Wallops Flight Center

- ✓ Provide users with assistance under supervision of librarian
- ✓ Perform routine duties involving collection maintenance, information navigation, and access services at the remote location

Collection Building

- ✓ Verify and process all types of library materials
- ✓ Utilize standard library tools, including RECON and OCLC
- ✓ Perform routine searching in online files for both acquisition and cataloging purposes

Access Services

- ✓ Executes online circulation and interlibrary loan functions and procedures
- ✓ Maintains mailing lists and processes and disseminates correspondence and reports
- ✓ Collates, binds, and delivers materials
- ✓ Retrieves and re-shelves materials and conducts shelf readings
- ✓ Maintains display areas
- ✓ Checks in and routes journals and periodicals
- ✓ Assists with maintenance of all equipment to include cleaning, restocking, supplying, and minor troubleshooting
- ✓ Distributes mail
- ✓ Performs work in compliance with Safety and Health and Quality Assurance Plans

**QUALIFICATIONS:**

Education

- ✓ High School Diploma or GED

Technical Experience

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ATTACHMENT D – IDIQ RATES MATRIX

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**Position Title: Library Clerk**

**SUPERVISOR:** Access Services and Information Navigation Team Leader

**CLASSIFICATION:** Non-exempt

**RESPONSIBILITIES:** The Library Clerk position is designed to assist the library staff in the routine day-to-day library functions to ensure the library environment is well organized, functional, and attractive.

Detailed Duties

- ✓ Sorts and shelves books, periodicals and other materials in an efficient and accurate manner
- ✓ Verifies accuracy of books shelved including shelving order
- ✓ Operates office machines, including the copier
- ✓ Accesses and enters limited routine information in database under the direction of senior library staff
- ✓ Performs routine clerical duties
- ✓ Provides assistance to patrons as required
- ✓ Provides assistance on special projects as assigned
- ✓ Distributes mail

**QUALIFICATIONS:**

Education

- ✓ High School Diploma or GED

Experience

- ✓ Some office or library experience preferred

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good customer service skills
- ✓ Good organizational skills

**Position Title: IT Project Manager**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The IT Project Manager will ensure the streamlined operation of the IT Department in alignment with the business objectives on the contract to include planning, coordinating, directing, and designing IT-related activities, as well as provide administrative direction and support for daily operational activities of the IT department. The IT Manager will also work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization. Will also define and implement IT policies, procedures, and best practices and oversee all technical personnel reporting to the project.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in business, computer science, information management, or related field; or
- ✓ Bachelors Degree in business, computer science, information management, or related field and four years of technical experience above the minimum requirements below

Experience

- ✓ Minimum of six years of applicable experience
- ✓ Minimum of two years of supervisory experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Senior Technical Consultant**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Senior Technical Consultant will be responsible for providing consultancy services for a wide-range of technical subjects. These services may be at the project or contract level. The Senior Technical Consultant will impart significant subject matter expertise to the project or issue at hand.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

✓ Bachelors Degree in business, computer science, information management, or related field

Experience

✓ Minimum of seven years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Qualifications

Education

Experience

Specific Requirements/Licensing

Qualifications

Education

Experience

Specific Requirements/Licensing

Qualifications

Education

Experience

Specific Requirements/Licensing

Qualifications

Education

Experience

**Position Title: Technical Consultant**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Technical Consultant position will support/coordinate a wide range of technical activities on this contract through interface and collaboration with other technical team members at both the client and project level. The Technical Consultant will provide information, issue resolution and continuous coordination in a support role for all technical needs.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

Bachelors Degree in computer science, information management, or related field

Experience

Minimum of five years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Senior Information Scientist**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Senior Information Scientist position has full professional responsibility for analyzing and making recommendations for improving operational effectiveness of the contractor staff and enhancing utilization of library resources. This position will also focus on the impact evolving information technology will have on GSFC Library operations. This individual will be instrumental in designing and developing special projects. As part of the integrated LA Team, the Senior Information Scientist will interact with the Program Manager, all team leaders, and will be an integral part of the overall management organization.

Detailed Duties

- ✓ Works with Program Manager and COTR to make GSFC Libraries a pre-eminent science center
- ✓ Assists the Program Manager in leveraging experience and expertise of corporate resources
- ✓ Heads activities to develop and implement strategic plans, special projects, and innovative activities designed to test and prove new concepts and applications
- ✓ Provides a link and access to other information and knowledge organizations
- ✓ Develops, analyzes, evaluates, advises on, or improves the effectiveness of work methods and procedures, manpower utilization, distribution of work assignments, management controls, information and documentation systems, forms development and control, and files analysis and design
- ✓ Based on thorough analyses of the organization and its work, advises management about specific problem areas and recommends the application of management principles designed to promote problem resolution
- ✓ Utilizes considerable knowledge of automated information management techniques to increase effectiveness of the organization
- ✓ Studies areas that require new or substantially modified work methods, procedures, and systems based on changes in the integrated library system configuration or new opportunities presented by technological advances
- ✓ Analyzes user requirements for new products/services, analyzes problems/processes for required products, and recommends efficient operational procedures to achieve required services
- ✓ Makes oral and written presentations and prepares graphs and charts which clearly, concisely, and effectively communicate benefits, costs, tradeoffs, and success indicators for current and proposed solutions
- ✓ Evaluates IDIQ work and assists in identifying personnel with credentials needed specific to each project
- ✓ Supervises the personnel identified for special projects for which the Senior Scientist is responsible

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in library or information science from an ALA accredited university; or
- ✓ Bachelors Degree in business, information management or related field four years of relevant experience above the minimum requirements below

Experience

- ✓ Minimum of ten years of information center or library experience, three of which must have been in a research or science library with automated acquisition, cataloging, circulation, serial control and dissemination functions, and an online public access catalog

**Position Title: Information Scientist**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Information Scientist position will analyze and make recommendations for improving operational effectiveness of the contractor staff and enhancing utilization of library resources. This position will also focus on the impact evolving information technology will have on GSFC Library operations. This individual will be instrumental in designing and developing special projects.

Detailed Duties

- ✓ Works with Senior Information Specialist, Program Manager and COTR to make GSFC Libraries pre-eminent science centers
- ✓ Provides a link and access to other information and knowledge organizations
- ✓ Assists with the development, analysis, and evaluation of the effectiveness of work methods and procedures
- ✓ Complies with all applicable requirements of the Safety and Health, and Quality Assurance Plans
- ✓ Engages in fact-finding and analysis of the data gathered via work distribution and workflow charting, task analysis, time and motion studies, statistical work measurement studies, statistical analysis and systems analysis, as well as various types of observational and interview methodology
- ✓ Utilizes considerable knowledge of automated information management techniques to increase effectiveness of the organization
- ✓ Studies areas that require new or substantially modified work methods, procedures, and systems based on changes in the integrated library system configuration or new opportunities presented by technological advances
- ✓ Analyzes user requirements for new products/services, analyzes problems/processes for required products, and recommends efficient operational procedures to achieve required services

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree and three years of relevant experience above the minimum requirements below

Experience

- ✓ Minimum of five years of information center or library experience
- ✓ Professional experience analyzing library or information center technical processing activities
- ✓ Experience in analyzing systems, troubleshooting networks, and consulting clients in support of a large system integration project
- ✓ Experience working in the development of automated systems, working with information architects in the design of systems, and overseeing the integration of special system projects
- ✓ Experience with the application of workflow, statistical, and other quantitative methods to alternative analyses and process improvement

Specific Requirements/Licensing

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**ATTACHMENT D – IDIQ RATES MATRIX**

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- ✓ Knowledge of the standards, processes, best practices, and innovations in the information science global world
- ✓ Proven ability to work independently on specialized projects that are scientific in nature
- ✓ Proven ability to exercise independent judgment and initiative in analyzing and solving problems

**Position Title: Senior Information Engineer/Architect**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Senior Information Engineer/Architect will manage the research, design, and development of technical products and services to support the contract. This position requires a high degree of creativity, and engineering and programming skills. The Senior Information Engineer/Architect will develop and maintain the high-level design plan for the overall logical and technical IT architecture. This individual will provide technical leadership and consulting across the organization, from strategic decision making down to the project planning level. Position may supervise more junior technical staff on the project.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in business, computer science, information management, math or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of eight years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Information Engineer/Architect**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Information Engineer/Architect will assist in the research, design, and development of technical products and services to support the contract's activities. Position requires a high degree of creativity, and engineering and programming skills. The Engineer/Architect will also assist in developing and maintaining the high-level design plan for the overall logical and technical IT architecture. This individual will be a member of a team providing technical leadership and consulting across the organization, from strategic decision making down to the project planning level.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in business, computer science, information management, math, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Software Analyst/Developer I**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Software Analyst/Developer I performs routine assignments that require following project specifications and statements of problems and procedures to create or modify computer programs. The Software Analyst/Developer I may confer with end users to analyze specified methods and procedures, identify problems, and document specific input and output requirements. May use software tools to design detailed flowcharts and generate standardized code.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field

Experience

- ✓ Minimum of one year of application development experience
- ✓ Minimum of one year of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Software Analyst/Developer II**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Software Analyst/Developer II will plan, develop, test, and document computer programs, working from detailed source data and will apply standard programming procedures, including GUI development and a detailed knowledge of the application being programmed. The Software Analyst/Developer II may prepare program documentation and materials for users; review program specifications for completeness and conformance to quality standards; and design program logic and codes in authorization language using standards and techniques. Completed projects are reviewed by the project leader for approval.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

✓ Bachelors Degree in computer science, information management, or related field

Experience

✓ Minimum of three years of application development experience

✓ Minimum of one year of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Software Analyst/Developer III**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Software Analyst/Developer III will design, develop, implement, and maintain complex-business, accounting, and management information systems in both centralized and networked environments. Typically the will work on more complex assignments that require nonstandard programming techniques and/or extensive knowledge of specific development tools. The Software Analyst/Developer III will evaluate user requests for new or modified programs to determine feasibility, cost, and time requirements, and compatibility with existing systems and capabilities; and will determine programming specifications and provide assistance to junior software analysts/programmers.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

✓ Bachelors Degree in computer science, math, information management, or related field

Experience

- ✓ Minimum of four years of application development experience
- ✓ Minimum of two years of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Software Analyst/Developer IV**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Software Analyst/Developer IV will work with users to identify current operating procedures and clarify program objectives. The Software Analyst/Developer IV outline steps required for program development, including diagrams and charts and may write program documentation and user operations guidelines.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in business or management information systems with emphasis on research and analysis; or
- ✓ Bachelors Degree in computer science, math, information management, or related field and two years of relevant experience above the minimum requirements below

Experience

- ✓ Minimum of six years of application development experience
- ✓ Minimum of three year of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Software Analyst/Developer V**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Software Analyst/Developer V will review, analyze, develop, install, and modify computer operating systems and will demonstrate expertise in a variety of the field's concepts, practices, and procedures, while relying on their extensive experience and judgment to plan and accomplish goals. The Software Analyst/Developer V will direct program development in complex applications and systems where existing architectures and techniques provide little guidance. The Analyst/Developer V will also provide consultation on complex projects.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in business or management information systems with emphasis on research and analysis; or
- ✓ Bachelors Degree in business, computer science or information management, or related field and three years of relevant experience above the minimum requirements below

Experience

- ✓ Minimum of eight years of application development experience
- ✓ Minimum of five years of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Senior Internet Applications Developer**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Senior Internet Applications Developer will plan, coordinate, and supervise all activities related to the design, development, and implementation of internet-related information systems and software applications. They will be responsible for maintaining, supporting, and upgrading existing systems and applications.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience

Specific Requirements/Licensing

- ✓ Experience with a variety of Web development languages is preferred

**Position Title: Web Developer**

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Website Developer will build the operations end of the project's Websites and keep them running smoothly. This includes designing, building, and implementing new Web pages and sites; integrating sites with back end applications; migrating legacy applications to the Web; and performing day-to-day administration of the project's Web portfolio.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in computer science, math, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of five years of applicable experience.

Specific Requirements/Licensing

- ✓ Experience with a variety of Web development languages is required.

## Position Title: Webmaster

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The GSFC website is a critical tool in providing customers with a library interface that is useful and timely. The Webmaster will be a contact for the site and will have overall responsibility for graphic design, webpage structure, and content management and information presentation. As part of the LA Team, the Webmaster will work closely with all staff, ensuring that the site is not only attractive, but is content rich. The Webmaster will also have continuous user interaction.

### Detailed Duties

- ✓ Under the direction of the Electronic Library & Digital Preservation Team Lead, continually updates existing pages and creates new pages as required
- ✓ Creates Web databases, interactive Web forms, and files upload areas as recommended by the information navigation team
- ✓ Responsible for creating and editing Web user accounts and Web page permissions
- ✓ Continually researches and implements new Web technology
- ✓ Monitors operations for unsafe, unhealthy, or environmentally unsound conditions and reports situations in compliance with Safety and Health Plan
- ✓ Performs in compliance with NASA IT Security requirements and project-related Quality Assurance Plan
- ✓ Creates and edits high-quality HTML pages from raw ideas and words, including items such as informational articles, abstracts, catalog information, monographs and periodicals
- ✓ Designs pages which organize information effectively and attractively and promote easy navigation
- ✓ Creates interactive Web calendars, file upload areas, dynamic Web databases, and interactive Web forms
- ✓ Monitors Web site activity and performance
- ✓ Researches new and innovative Web technology and contribute ideas for improving overall quality of websites
- ✓ Maintains the integrity of all external links
- ✓ Interfaces with the Wallops Site Manager on all related Web site issues
- ✓ Provides senior technical leadership to the Library, including being conversant with the future direction of enterprise systems, how that direction will impact the enterprise, and how future and current systems can be exploited for the benefit of the enterprise
- ✓ Provides technical support and coordination for all aspects of Library IT operations, including: systems infrastructure; website support and maintenance; server maintenance; desktop support; hardware and software purchase, configuration, maintenance and IT security
- ✓ Manages the structure, content, design and maintenance of the Goddard Library's Web sites
- ✓ Works as part of an outreach and publicity team to design, layout and produce publications and marketing materials including brochures, newsletters, signs, logos, exhibits, presentations, and slide shows

### **QUALIFICATIONS:**

#### Education

- ✓ Bachelors Degree in computer science, information science or related field (technical training and experience may satisfy this requirement); or
- ✓ Equivalent education and relevant experience combined

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**Position Title: Senior Systems/Network Administrator**

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This is a senior systems professional position with technical responsibility for support of the UNIX-based technology and systems used by the Goddard and Wallops Libraries. Additional systems responsibility may be required in the future, depending on technology evolution and on the skill mix of the Electronic Library & Digital Preservation Team.

Detailed Duties

- ✓ Under the direction of the Electronic Library & Digital Preservation Team Leader, oversees the management of the day-to-day customer support and troubleshooting activities related to the UNIX and NT servers
- ✓ Oversees the maintenance and operation of the Sun Solaris systems, applications, and personal computers
- ✓ Ensures proper maintenance of all hardware, software, and network facilities for GDL
- ✓ Installs and maintains complex network devices that link numerous platforms, operating systems, and network topologies in support of library requirements
- ✓ Assists in the planning of future network requirements and system enhancements
- ✓ Provides technical assistance, training, and hands-on help for users of the systems and for UNIX-based servers in compliance with NASA IT Security requirements and project-related Quality Assurance Plan
- ✓ Maintains the Goddard Library's WWW and FTP servers, the CD-ROM system, and the Current Content system utilizing commercial search engines
- ✓ Develops security procedures and manages system backups
- ✓ Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications
- ✓ Provides support for UNIX/NT and other related operating systems including installation, configuration, testing, and maintenance
- ✓ Manages LAN and Web server systems and provides maximum systems benefits, effective system security, and reliability
- ✓ Researches LAN designs and technologies and proposes changes and acquisitions that will enhance library operations
- ✓ Provides user support and education and ensures that all network policies and procedures are implemented and enforced
- ✓ Interfaces with the Wallops Site Manager on all related LAN support requirements
- ✓ Evaluates network hardware and software and assists in network planning

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in technical or science field; or
- ✓ Bachelors Degree and six years of UNIX experience above the minimum requirements below

Experience

- ✓ Minimum of five years experience as a UNIX system administrator in a Sun Solaris environment

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**ATTACHMENT D – IDIQ RATES MATRIX**

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- ✓ Minimum of five years (concurrent) experience in network operations including network design, installation, monitoring and problem resolution
- ✓ Experience with network technologies including Internet protocols and applications (e.g., FTP, http, and Telnet)
- ✓ Experience with remote communications operation involving TCP/IP and other protocols
- ✓ Experience with commercial and freeware search engines, including having set up a WAIS server in a Sun/UNIX environment
- ✓ Experience with Unix shell scripting (sh/ksh) and Perl is preferred
- ✓ Experience with Apache & Tomcat, PHP
- ✓ Experience with databases, preferably MySQL or PostgreSQL

*Specific Requirements/Licensing*

- ✓ Familiarity with system documentation standards and procedures
- ✓ Knowledge of client/server applications and systems
- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively both orally and in writing, including the ability to deliver presentations and briefings

**Position Title: Systems/Network Administrator**

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This is a systems professional position with technical responsibility for support of the UNIX-based technology and systems used by the Goddard and Wallops Libraries. Additional systems responsibility may be required in the future, depending on technology evolution and on the skill mix of the Electronic Library & Digital Preservation Team.

Detailed Duties

- ✓ Under the direction of the Electronic Library & Digital Preservation Team Leader, responsible for the management of the day-to-day customer support and troubleshooting activities related to the UNIX and NT servers
  - ✓ Responsible for maintaining and operating the Sun Solaris systems, applications and personal computers
  - ✓ Responsible for maintenance of all hardware, software, and network facilities for GDL
    - ✓ Installs and maintains network devices in support of library requirements
    - ✓ Maintains adequate capacity of network connections in support of changing technology
  - ✓ Provides technical assistance, training, and hands-on help for users of the systems and for UNIX-based servers in compliance with NASA IT Security requirements and project-related Quality Assurance Plan
  - ✓ Assists with the maintenance of the Goddard Library's Internet and FTP servers, the media servers and others
    - ✓ Resolves day-to-day issues with the UNIX servers, the workstations, and the networked application systems for UNIX systems
    - ✓ Provides support for UNIX/NT and other related operating systems including installation, configuration, testing, maintenance, and troubleshooting
    - ✓ Ensures LAN and Web server systems are maintained and managed in order to provide maximum systems benefits, effective system security, and reliability
    - ✓ Provides network management and traffic analysis including weekly and monthly reporting as determined by the Electronic Library & Digital Preservation Team Leader
    - ✓ Assists in the research of LAN designs and technologies and proposes changes and acquisitions that will enhance library operations
    - ✓ Provides user support and education and ensures that all network policies and procedures are implemented, and enforced
    - ✓ Performs routine system administration functions including backups, user file transfers, disk management, adding/deleting users on the UNIX-based systems, and maintaining x-terminals
    - ✓ Interfaces with the Wallops Site Manager on all related LAN support requirements
    - ✓ Maintains the Internet, FTP, and other servers
    - ✓ Loads UNIX-based network applications and system software
    - ✓ Evaluates network hardware and software and assists in network planning
    - ✓ Assists in maintaining network, system, and application documentation

**QUALIFICATIONS:**

Education

- ✓ Masters Degree in a technical or science field; or

**CONTRACT NO: NNG07AZ07C**  
**ATTACHMENT D – IDIQ RATES MATRIX**

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- ✓ Bachelors Degree and three years of UNIX experience above the minimum requirements below

Experience

- ✓ Minimum of three years experience as a UNIX system administrator in a Sun Solaris environment
- ✓ Minimum of two years (concurrent) experience in network operations including network design, installation, monitoring and problem resolution
- ✓ Experience with remote communications operation involving TCP/IP and other protocols
- ✓ Experience with commercial and freeware search engines, including having set up a server in a Sun/UNIX environment

Specific Requirements/Licensing

- ✓ Familiarity with system documentation standards and procedures
- ✓ Knowledge of client/server applications and systems
- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively both orally and in writing, including the ability to deliver presentations and briefings

**Position Title: PC/Network Support Specialist**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The PC/Network Support Specialist will design, build, and implement network systems across the enterprise. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all local and wide area network connections, corporate servers, associated software, and communication links. This position will also troubleshoot network performance issues, as well as analyze network traffic and provide capacity planning solutions.

Detailed Duties

(Will be developed based upon Task Order requirements)

**Position**

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of two years of applicable experience

Detailed Duties

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS**

Education

Experience

Specific Requirements/Licensing

Education

Experience

Specific Requirements/Licensing

Education

Experience

Specific Requirements/Licensing

Education

Experience

Specific Requirements/Licensing

**Position Title: Programmer**

**SUPERVISOR:** Electronic Library & Digital Preservation Team Leader

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** This is a computer systems professional position with technical responsibility for application development, operation, maintenance and support, and for extensions of the customized and off-the-shelf application programs used by the Goddard and Wallops Libraries.

Detailed Duties

- ✓ Works under the general supervision of the Electronic Library & Digital Preservation Team Leader in performing advanced systems and applications programming in support of all of the Goddard Library systems and applications
- ✓ Designs and implements new computerized information systems using evolving technology in order to provide expanded capabilities for the Goddard Library staff and users
- ✓ Provides technical support, training, and assistance to the library staff and to users of the library's information systems in compliance with NASA IT Security requirements and project-related Quality Assurance Plan
- ✓ Designs, programs, implements, and documents programs for report generation, data analysis, system usage monitoring, file and database maintenance, and to meet expanded staff and user requirements
- ✓ Develops Perl scripts and user interfaces for database systems
- ✓ Maintains all program documentation for the Goddard Library systems, including the historical records of program modifications. This includes responsibility for configuration management to assure that all changes are systematically planned, approved, implemented, and completely documented
- ✓ Maintains and updates all local databases such as Current Contents
- ✓ Provides local service and consulting for PC and Macintosh users of the library's software systems
- ✓ Provides help desk support for both library staff and users

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of three years experience with application programming in an environment including X-terminals, Internet and FTP servers and other servers, Intel-based PCs, and Macintoshes
- ✓ Experience in developing, and maintaining large, complex computer programs involving applications utilizing graphical user interfaces
- ✓ Experience with programming languages such as C and C++ in a Sun Solaris environment
- ✓ Experience with remote communications operation involving TCP/IP and other protocols

Specific Requirements/Licensing

- ✓ Knowledge of JavaScript, Java, Perl, UNIX Shell programming, SQL, GUI development tools, Internet applications, and end-user applications

**CONTRACT NO: NNG07A707C**  
**ATTACHMENT D – IDIQ RATES MATRIX**

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- ✓ Familiarity with system documentation standards and procedures
- ✓ Knowledge of client/server applications and systems
- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings

**Position Title: Program Applications Manager**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Program Applications Manager will manage all internal applications and systems development work on the project. The Program Applications Manager will also be responsible for systems analysis and development, and managing the design, programming, and modification of existing or planned software development.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelor's Degree in business, computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of six years of applicable experience
- ✓ Minimum three years of supervisory experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Systems Programmer**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Systems Programmer will write, code, test, and analyze information technology systems and applications. This includes researching, designing, documenting, and modifying software and systems specifications throughout the production life cycle. The Systems Programmer will also analyze and amend errors in a timely and accurate fashion, and provide status reports where required.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Senior Database Administrator**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Senior Database Administrator will design, install, monitor, maintain and performance tune databases while ensuring high levels of data availability. The Senior Database Administrator will be responsible for developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of databases and their accompanying software.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in computer science, math, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of five years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Database Administrator**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Database Administrator will assist in the planning and coordination of database work on the project. The Database Administrator will review the database design and integration of host systems and identify areas for enhancement and improvement. Will ensure accurate, appropriate and effective use of all data contained in the database including the database structure, documentation, and operational guidelines.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in computer science, math, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of three years of applicable experience

Specific Requirements/Licensing

- ✓ In-depth know ledge of database applications.

**Position Title: Communications Specialist (Telecommunications)**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Exempt

**RESPONSIBILITIES:** The Communications Specialist will be responsible for installing and maintaining all telecommunications equipment (including equipment, hardware, peripherals, etc.). The Communications Specialist will monitor data communications to ensure that resources are available to end-users and will troubleshoot and resolve routine problems, where applicable.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in computer science, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of three years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

**Position Title: Computer Operator I**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. Under the direction of the supervisor, the Computer Operator I resolves common operating problems and may serve as an assistant operator working under closer supervision or performing a portion of a more senior operator's work.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of one year of relevant experience

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

**Position Title: Computer Operator II**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Operator II processes scheduled routines that present few difficult operating problems (i.e., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, the Computer Operator II applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of two years of relevant experience

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

**Position Title: Computer Operator III  
(Network Hardware Installation Specialist)**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Operator III processes a range of scheduled routines to include operating the system and resolving common error conditions, diagnosing and acting on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.

**Detailed Duties**

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

**Education**

- ✓ High School Diploma or GED

**Experience**

- ✓ Minimum of three years of relevant experience
- ✓ Experience in training junior staff in operation procedures
- ✓ Experience resolving operational problems

**Specific Requirements/Licensing**

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

**Position Title: Computer Operator IV**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of two years of relevant experience
- ✓ Experience in training junior staff in operation procedures
- ✓ Experience resolving operational problems

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

**Position Title: Computer Operator V**  
**(Senior Network Hardware Installation Specialist)**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Operator V resolves a variety of difficult operating problems (i.e., making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures which may materially alter the computer unit's production plans. The Computer Operator V may spend considerable time away from the control station providing technical assistance to junior operators and assisting programmers, system analysts, and subject matter specialists with resolution of problems.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements relevant

Experience

- ✓ Minimum of three years of relevant experience
- ✓ Experience in training and monitoring junior staff in operation procedures
- ✓ Experience resolving operational problems

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills
- ✓ Supervisory experience is a plus

**Position Title: Computer Programmer I**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Programmer I assists more senior level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, i.e. drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. The Computer Programmer I may perform routine programming assignments under close supervision. The Computer Programmer I may perform elementary fact-finding concerning a specified work process, i.e., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.) and then report findings to senior level staff. May receive training in elementary fact-finding. Detailed step-by-step instructions are given for each task, and any deviation must be authorized by a supervisor. Work is closely monitored in process and reviewed in detail upon completion.

**Position**  
**Detailed Duties**

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

**Education**

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below a specified

**Experience**

- ✓ Minimum of one year of relevant experience

**Position**  
**Specific Requirements/Licensing**

- ✓ Ability to take direction and follow-through with assigned tasks

**Position Title: Computer Programmer II**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Programmer II performs routine programming assignments that require a working knowledge of established programming procedures and data processing requirements, and works according to clear-cut and complete specifications. The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc. The Computer Programmer II reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.

Position  
Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of two years of programming experience

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks

**Position Title: Computer Programmer III**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Programmer III applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation; a well-defined statistical or scientific problem; or other standardized operations or problems. The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultation with senior level staff. The Computer Programmer III monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of four years of programming experience
- ✓ Experience applying judgment in devising program logic and in selecting and adapting standard programming procedures
- ✓ Experience resolving problems and deviations according to established practices
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under specified objectives
- ✓ Supervisory experience is a plus

**Position Title: Computer Programmer IV**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Programmer IV applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. The Computer Programmer IV plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements, which are usually from different sources; solves difficult programming problems, and uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices. The Computer Programmer IV performs such duties as: develops, modifies, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; works with problems or concepts and develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g. a critical path analysis program to assist in managing a special project. Will also test, document, and write operating instructions for all work; confers with other technical personnel to secure information, investigate and resolve problems, and coordinates work efforts.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of five years of programming experience
- ✓ Experience applying judgment in devising program logic and in selecting and adapting standard programming procedures
- ✓ Experience resolving problems and deviations according to established practices
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under overall objectives and direction
- ✓ Supervisory experience is a plus

**Position Title: Computer Systems Analyst I  
(Network Installation Technician)**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Systems Analyst I will provide several phases of the required systems analysis where the nature of the system is predetermined, uses established fact-finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment. The Computer Systems Analyst I carries out fact finding and analyses as assigned; applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst; and may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in a technical or science field; or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of two years of relevant experience
- ✓ Experience resolving problems and deviating according to established practices
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under overall objectives and requirements
- ✓ Ability to adapt guides to specific situations
- ✓ Supervisory experience is a plus

**Position Title: Computer Systems Analyst II**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Systems Analyst II applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed. This position requires competence in most phases of systems analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. The Computer Systems Analyst II will also have the ability to determine and resolve data processing problems and coordinate the work with programmers, users, etc.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of three years of relevant experience
- ✓ Experience recognizing probable interactions of related computer systems and predicting impact of a change in assigned system
- ✓ Experience adapting design approaches successfully used in precedent systems
- ✓ Experience working on a segment of a complex data processing scheme or broad system
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under overall objectives and requirements and communicate progress and unusual complications
- ✓ Ability to work independently on routine assignments
- ✓ Supervisory experience is a plus

**Position Title: Computer Systems Analyst III**

**SUPERVISOR:** Program Manager

**CLASSIFICATION:** Non-Exempt

**RESPONSIBILITIES:** The Computer Systems Analyst III applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing, finance management, engineering, accounting, or statistics, logistics planning, material management, etc. The Computer Systems Analyst III is responsible for recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems. The Computer Systems Analyst III maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The Computer Systems Analyst III recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist.

Detailed Duties

(Will be developed based upon Task Order requirements)

**QUALIFICATIONS:**

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of four years of relevant experience
- ✓ Experience recognizing probable conflicts and integrating diverse data elements and sources, and producing innovative solutions for a variety of complex problems.
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under overall objectives and requirements and communicate progress and unusual complications
- ✓ Supervisory experience is a plus

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**ATTACHMENT I – QUALITY ASSURANCE PLAN**

**The LA Team's Quality Policy**

*Providing timely, accurate, and responsive service in a customer friendly environment to the four generations of customers at the Goddard Libraries is the responsibility of everyone on the LA Team. We will accomplish this objective through our highly trained and skilled staff utilizing disciplined business processes and documented procedures that are regularly verified as part of our Quality Assurance Plan.*

**4.0 QUALITY ASSURANCE PLAN**

The success of all our Federal contracts rests directly on our ability to consistently ensure high levels of quality on a day-to-day basis. To attain this standard of performance, Library Associates (LA) and its partner companies, follow an ISO 9001:2000 compliance management approach, incorporating quality-monitoring functions into all of our projects and all aspects of our corporate operations. Our success in managing library support projects like the Goddard Libraries is a testament to our effectiveness in planning and implementing quality control procedures to support Federal and commercial clients. The LA Team's approach vests quality review responsibility with all of our staff and then recognizes their quality achievements in meaningful ways. We establish quality control mechanisms directly related to project requirements, create review mechanisms to assure their effectiveness, and share reports that assess performance against established standards both internally and with our clients. The LA Team recognizes that client satisfaction, responsiveness, and customer service are basic duties for all of our staff. Our senior managers regularly meet with clients to review our performance, and then use the results to improve operations. The subsections below describe our approach to performing quality management functions in support of the Goddard Libraries, our methods and techniques for monitoring the quality of all knowledge exchange functions, and our approach to ensuring oversight for quality management processes.

**4.1 Approach to Ensuring Quality Services**

The LA Team will follow an ISO 9001:2000 approach to quality management and quality control. This includes repeatable processes with defined procedures, standards, and quality checks to ensure that project performance standards and objectives are met. The LA Team defines quality control activities as those functions integrated into ongoing project and support activities that ensure work is being performed in an accurate, timely, responsive manner emphasizing customer service and compliance with contract requirements. Therefore, a successful quality control program for the Goddard Libraries must consist of elements that continually monitor the performance of the basic library services as well as mechanisms for monitoring the quality of individual programs, products, and services. Our project experience with library operations allows us to develop specific quality control strategies appropriate in number and level for all library functions.

We have found that the most efficient quality control programs are those that proactively involve all members of the staff. The LA Team Quality Assurance Plan structures quality control activities to make all members of the staff—from the most junior staff member (Peer Level) to

the Project Manager—responsible for quality performance. While Peer Level quality control activity is an important element in any solid quality control program, we recognize that our Library Management Team (Program Manager, Deputy Program Manager and Electronic Library and Digital Preservation Team Lead, Wallops Site Manager, Collection Building, Access Services and Information Navigation, and Knowledge Management Team Leads) will provide the bulk of the quality control oversight.

The LA Team is committed to providing quality performance through an open partnership with Goddard Government Personnel and our employees, continuous innovation to improve processes, and honest open communication on Project performance. To demonstrate this commitment, the executives from our partner companies will actively participate in the quality program at the Goddard Library. Ms. Deborah Schwarz, Library Associates' President; Mr. Needleman, ZAI's Vice President; and Mr. Milam, President of Bridgeborn will serve as the Project Quality Review Board (QRB) for the Goddard Library Project. Our Corporate Managers' extensive experience with library operations allows them to actively participate in the quality review process, assisting the Program Manager in validating the results of quality reviews, developing quality review procedures that ensure project objectives are met, and assisting in the identification of process changes to improve project performance. The QRB will meet quarterly with the Program Manager to review plans for project-level quality reviews, the results of completed quality reviews conducted since the last meeting, performance against standards, Corrective Action Requests and their resolution, updates or changes required in the Quality Assurance Plan, and overall quality performance. Prior to Project Quality Review Board meetings, the QRB will meet with the Goddard Library COTR separately for an independent assessment of project performance and to identify issues that the COTR may have with respect to the project. Minutes and action items from the Project Quality Review Board will be recorded and published on the Project Management (PM) Website.

Quality control methods must be appropriate to the specific characteristics of the service being monitored. For the Goddard Libraries, these characteristics consist of the following elements:

- **Accuracy.** Accuracy requirements range from the need for accurately recording information about holdings to permit them to be efficiently selected and retrieved, to the necessity for accurately tracking budget expenditures and reconciling these expenditures against budgeted funds.
- **Timeliness.** Many library operations are performed according to schedules. Schedules ensure continuity of service (as is the case with subscription renewals), that events take place at designated intervals (such as required quarterly or annual meetings), and that designated portions of work are accomplished within given time periods (as with shelf reading schedules). In some instances, timeliness standards contribute to effective services in other areas. As an example, cataloging and physical processing are required in a timely manner to ensure materials are made available to patrons as soon as possible after their arrival at the library.
- **Responsiveness.** Library services are designed to meet the information needs of customers and therefore must be highly responsive. Responsiveness is an obvious requirement for all

services that involve direct interaction with customers, ranging from Interlibrary Loan (ILL) services to answering reference questions. In addition, successful library operations incorporate the concept that all services performed in the library contribute to meeting customer needs and therefore all services have responsiveness requirements. In addition to making responsiveness an important part of project operations, the LA Team also takes pride in our prompt responsiveness to Government contract oversight personnel.

- ***Compliance with Contract Requirements.*** The services performed as part of the Goddard Library Project must consistently meet the requirements established in the contract. The plan that we developed ensures that contract requirements are consistently monitored and reported and that deviations—should any occur—are identified and corrected.
- ***Ability to Support Evolution.*** The Goddard Libraries are an evolving organization that changes as mission, resources, library technology, and customer needs and interests change. The LA Team has a vision that will proactively support the Goddard Libraries in assessing requirements, technologies, current practices, environment, and priorities; identifying appropriate innovations; recommending them to the Government; supporting the COTR's evaluation of alternatives; and implementing those alternatives that move the Goddard Libraries from the digital library of today to the knowledge center of tomorrow. Our Quality Assurance Plan is designed to support and facilitate this evolution while producing superior quality services for the customer throughout this evolution.
- ***Creation of Valid Metrics and Establishing Effective Programs for Regularly Monitoring These Metrics.*** The LA Team bases its assessment of progress in meeting requirements for the above characteristics on several types of metrics. We apply these metrics in ways that are appropriate to each of the library's service areas. Specific quality monitoring strategies based on these metrics are described in Section 4.2, Quality Control Metrics and Inspection. Examples of metrics that the LA Team will use to monitor library services at Goddard and Wallops Island include:
  - **Fill Rates** – Fill rates define the ratio of delivered services or products to the volume of requests or requirements for them. These metrics are established by counting processing transactions and then comparing them with standards.
  - **Turnaround Time** – Turnaround time defines how quickly services are performed or items are produced or provided. Customers often need information products quickly and therefore define value in terms of their ability to obtain information when they need it. Turnaround objectives are defined by a combination of customer expectations, the resources available to respond to those expectations, contract requirements and standards, and the availability of the resources needed to formulate the response.
  - **Throughput Rates** – Throughput rate is the ratio of items processed to items received. It is most easily measured by the existence or growth of backlogs of unprocessed items. Because of the immediacy value of information, throughput rate implies value added to information products, i.e., items quickly processed have higher value because the information that they represent is most current.

- Comparative and Per Unit Use Rates – Use objectives are defined by the service being measured. In many instances objectives should speak to increased usage as a method for adding value to the library's services; however, there are also services (for example, legacy services being replaced by newer approaches) where the objective might be for declining use.
- Qualitative Measures – Customer satisfaction is the most direct indicator of performance and the most effective qualitative measure of utility and value. The LA Team believes that the most effective qualitative measures are scale variables of satisfaction with recent products and services and anecdotal accounts and evaluations of products and services delivered. We use ongoing customer surveys, as well as periodic management surveys completed by the COTR and other staff designated by the COTR, to monitor our performance in maintaining high levels of satisfaction with the services provided.

#### 4.1.1 Positive Awareness

ISO 9000 principles are based on the concept that it is more effective and efficient to build quality into business processes than to add quality into the final product or service. To build quality into the business processes all employees must be committed to and part of the quality control process. The effective involvement of all employees in the quality control process requires management to complete three specific actions:

- Define employee responsibilities – In order for the employees to assist in any task they must understand their responsibility for the performance of the task. The LA Team assigns responsibility for quality performance to all members of the Goddard Library Project, including our Corporate Officers. Exhibit 4.1.1-1 Quality Management Responsibilities defines each team member's responsibility under the Quality Assurance Program developed for the Goddard Libraries. Our approach assigns quality review responsibility at all levels of the project; however, we centralize management responsibility for this function at the project level. This strategy ensures a coordinated approach to quality management within the project while vesting the Program Manager with full decision-making authority to use all project resources to perform any function within the contract scope of work. The involvement of our Corporate Officers on the Quality Review Board makes corporate resources directly available to the Goddard Libraries when they are needed.
- Define Policies and Procedures – Policies, procedures, and work instructions provide employees with specific direction as to how a function is to be completed; along with the accuracy, timeliness, responsiveness, and production standards that are established for the function. The documents provide a training tool and reference to ensure that processes are completed as designed and can be repeated by different individuals to produce the same results. The policies, procedures, and work instructions are the cornerstone of an ISO 9000 compliant management approach. Without documented and repeatable processes, achieving quality results on a consistent basis is an accident. Therefore, as part of our Phase-in the LA Team will review and update the existing policies, procedures, and work instructions for the Goddard Libraries to ensure that all processes are thoroughly documented as a baseline for

am. Exhibit 4.1-1 defines the quality control responsibilities for all Goddard staff.

**Exhibit 4.1-1 Quality Management Responsibilities**

**Performance Quality Responsibilities**

<b>ard</b>	<ul style="list-style-type: none"> <li>• Oversees Quality Program in compliance with ISO 9000 standards.</li> <li>• Reviews and assesses performance and quality data.</li> <li>• Reviews proposed changes to the Quality Assurance Plan.</li> <li>• Coordinates access to corporate resources to address quality issues.</li> <li>• Discusses performance results with the COTR and/or CO as necessary.</li> </ul>
<b>er</b>	<ul style="list-style-type: none"> <li>• Administers the project quality review program.</li> <li>• Organizes and records performance, quality, and production rate information that is collected.</li> <li>• Reports on quality of performance to Quality Review Board and Goddard Government Personnel.</li> <li>• Analyzes performance data to identify trends and best practices.</li> <li>• Administers the quality recognition and quality awareness programs.</li> <li>• Provides staff training on quality issues.</li> <li>• Performs quality assurance activities that validate the effectiveness of quality control efforts.</li> <li>• Prepares lessons learned briefings for significant quality incidents.</li> <li>• Monitors customer (client and user) satisfaction.</li> </ul>
<b>n</b>	<ul style="list-style-type: none"> <li>• Assists the Program Manager with assigned responsibilities</li> <li>• Analyzes performance data to identify trends and best practices.</li> <li>• Administers the quality recognition and quality awareness programs.</li> <li>• Provides staff training on quality issues.</li> <li>• Manages the policies and procedures process, maintaining version control on all policies and procedures.</li> <li>• Performs quality assurance activities that validate the effectiveness of quality control efforts.</li> <li>• Prepares lessons learned briefings for significant quality incidents.</li> <li>• Monitors customer (client and user) satisfaction.</li> </ul>
<b>eads</b>	<ul style="list-style-type: none"> <li>• Work inspection and review.</li> <li>• Schedule monitoring.</li> <li>• Production rate monitoring.</li> <li>• Problem identification and resolution.</li> <li>• Customer satisfaction.</li> </ul>
	<ul style="list-style-type: none"> <li>• Self check work.</li> <li>• Peer work checking (if assigned as part of the Quality Assurance Plan).</li> <li>• Logging and other status recording activities.</li> <li>• Problem identification and reporting.</li> </ul>

- Recognition for Quality Performance – The LA Team understands quality performance is achieved by the daily dedication and commitment to excellence of our employees. To motivate our employees to ensure that quality standards are met and exceeded on a daily basis, we have developed a number of recognition programs for employees who contribute to superior quality performance. Our programs range from simple public recognition of a job well done and a letter to the employees file to individual achievement bonus programs for employees whose performance exceed established standards. Additionally, the LA Team will share a portion of the award fee earned on the Goddard Library Project with the employees that generated the superior performance based on the Government's semi-annual performance evaluation.

#### 4.1.2 Training

The LA Team recognizes the importance of training in ensuring high quality performance. We have a history of proactively training our staff in anticipation of evolving technologies and procedures. As a result, and as part of our commitment to remain competitive in this area, we have made significant investments in both personnel and information tools to ensure that our project staff has immediate access to the support necessary to solve problems, implement new technologies, and take advantage of service enhancement opportunities.

Professional development is an important management tool. The LA Team will implement a comprehensive training program on the Goddard Library Project, based on the programs we have implemented on our other projects, which provides each employee and manager with the best foundation to build their career and achieve success on their project assignments. We will also provide educational reimbursement for approved college courses and participation in professional associations that are relevant to the employee's job. The LA Team partner companies have found that encouraging college attendance and active participation in industry associations is an excellent way for employees to keep pace with changing technologies and industry best practices. We have also found that providing Standard Operating Procedures (SOPs) and proactive training opportunities not only contributes to the employee's sense of well-being and improves job satisfaction, but it bolsters our ability to be industry-leading experts. The end result is higher performing employees and high quality service that exceeds customer expectations.

Job-specific training will be performed using a variety of methods. Group training will be conducted to cover major procedural changes and new requirements and to keep staff informed about upcoming projects and plans. Individual training will cover the SOPs related to the employee's specific job. Because the Goddard Library Project will be staffed by seasoned professionals, we anticipate very little on-the-job training will be necessary. Nonetheless, we will "walk" new staff through each processing activity. Hands-on guidance during the employee's first 10 days on the job will be given by their Team Leaders who will monitor the employee's work to verify accuracy, timeliness, and adherence to procedures and performance standards.

All employees will be cross-trained in all task areas. This approach provides maximum flexibility by providing skilled on-the-job resources that can be moved between processing functions and task areas as workloads dictate to avoid gaps or delays.

#### 4.1.3 Policies and Procedures

Thorough and well-documented policies and procedures are the foundation of repeatable processes and quality performance. The LA Team will build on the foundation established by its two incumbent partners, ZAI and Bridgeborn, to build on the procedures in place at the Goddard Libraries to improve service and meet the challenges of the future. As part of the 90-day phase-in, the LA Team will conduct a complete review of the existing policies and procedures. As part of the review, each procedure document will be modified to include the specific quality checks required as part of the process; to define the personnel responsible for completing the quality check; to document the frequency and method of the quality check; and to provide detailed instructions for completing the review, including a definition of errors, corrective action to be taken, and the reporting requirements for each review. The revised policies and procedures will be reviewed and approved by the Quality Review Board and submitted to the COTR for approval. Once the policies and procedures are approved by the COTR, the documents will be assigned a version control number and published for the staff as a reference tool in performing their daily responsibilities. The Deputy Program Manager is responsible for maintaining the control version of all policies and procedures and publishing the current version on the PM Website.

After the initial review and base lining of the policies and procedures, the LA Team will follow a disciplined approach to manage changes to policies and procedures and the business processes that they support. All recommended changes to a business process or a policy or procedure will be submitted to the Deputy Program Manager. The Deputy Program Manager working with the Program Manager will assign a working group to review the recommendation and to evaluate the impact of the recommendation on the performance of the library. The results of the analysis will be documented and presented to the Quality Review Board before any recommended action is taken. If management and the Quality Review Board recommend the change, a draft of the revised policy or procedure, training, and implementation plan will be prepared and submitted to the COTR for approval. If the change is approved, a new version number will be assigned to the policy or procedure, the policy and procedure control book updated, and the revised policy or procedure distributed to the staff for implementation.

#### 4.1.4 Quality Monitoring and Surveillance

An effective Quality Assurance Plan utilizes several monitoring and surveillance techniques to evaluate performance against performance standards and metrics. The LA Team has thoroughly reviewed the work areas in the SOW on an item-by-item basis in developing a quality monitoring methodology for the Goddard Libraries. The monitoring approaches and techniques outlined below resulted from this analysis. In addition to developing quality control monitoring requirements based on the SOW, we have leveraged our extensive library expertise (lessons learned) drawn from our experience implementing similar Quality Control Plans in support of library operations for NASA Goddard Libraries, British Petroleum, Pillsbury Winthrop Law Library, Library of Congress, Department of Labor Wirtz Labor Library, and other Federal and commercial library contracts to provide comprehensive performance monitoring.

The LA Team will incorporate the following elements into our Quality Assurance Plan:

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- **Multi-Level Quality Control Checks of Clearly Defined Metrics.** The LA Team's approach integrates quality-monitoring activities into all of the tasks specified in the contract (SOW). We combine first-level self and peer checking activities with second-level review functions, structure 100 percent verification and sampling (random) mechanisms depending on the nature of the work being performed and the potential for error, and use second-level review mechanisms to validate the quality control functions taking place at the first (or work activity) level.
- **Ongoing Customer Satisfaction Orientation.** The customer's opinion of our service is a key measure of our success in supporting the Goddard Libraries. As such the LA Team will utilize customer and client satisfaction surveys as a cornerstone for monitoring the quality of our performance. We will implement an ongoing customer satisfaction survey to constantly measure our performance with the library stakeholders. We will document the results of these Customer Satisfaction Surveys using the form provided in Exhibit 4.1.4-1, Customer Satisfaction Survey Form, found on the following page. In addition, we will perform quarterly project reviews with the COR.
- **Effective Corporate Oversight.** We built corporate oversight into the project, including the QRB and performance assessment and verification activities where it is appropriate. We structured reporting paths for performance information that extend from the project level to senior corporate management. This structure is a permanent element and ensures ongoing attention to the project and the quality of work performed on it. This is especially critical to the Goddard Libraries where accurate reporting and timely collection funding (tracking) is required. Our corporate office will work closely with our Program Manager to pay vendors in a timely manner and track funding.
- **Methodologies that Document Inspection Results and Provide a Basis for Performance Status Analysis.** Our Quality Assurance Plan incorporates many inspection steps that involve reviewing work samples of various sizes. The results of all quality checks will be collected, analyzed for trends, and published on the PM Website.
- **Effective Reporting Methodologies.** The LA Team's internal reporting methodology—together with our inspection reporting system and our independent review process—creates a comprehensive mechanism for regularly reporting and reviewing the quality of our performance on this project. This approach also ensures that the Goddard Libraries will continually have a high profile in our organization and that the resources will be available to ensure the quality of our work over the life of the contract. Exhibit 4.1-2, on the following page, provides subjective feedback from library customers on the quality of the support provided by the LA Team.

Exhibit 4.1-2 Customer Quality Satisfaction Survey Form

**Goddard Library  
Customer Satisfaction Survey**

Please rate your recent Library experience. Select all that apply.

Satisfaction	Low					High
	1	2	3	4	5	
Staff availability	<input type="checkbox"/>					
Courtesy and helpfulness of staff	<input type="checkbox"/>					
Timeliness of response	<input type="checkbox"/>					
Question answered	<input type="checkbox"/>					
Information on Library Website	<input type="checkbox"/>					
Locating services in the Library	<input type="checkbox"/>					
Finding books on the shelves	<input type="checkbox"/>					
Reserving/recalling books	<input type="checkbox"/>					
Interlibrary loan services	<input type="checkbox"/>					
Photocopier supplies	<input type="checkbox"/>					

How did this help you with your work? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

You may also fill this survey out online at:  
[http://library.gsfc.nasa.gov/surveys/customer/customer\\_satisfaction\\_evaluation.htm](http://library.gsfc.nasa.gov/surveys/customer/customer_satisfaction_evaluation.htm)

Please leave the completed form in the box. To mail it back, please send to:  
Robin Dixon • The Goddard Library • Code 272

If you have any questions concerning the survey please contact  
Robin Dixon at 6-9230 or [Robin.M.Dixon@nasa.gov](mailto:Robin.M.Dixon@nasa.gov)

#### 4.1.5 Problem Identification and Resolution

The LA Team responds proactively to problems to ensure they are resolved before they become significant events. In this context, we use performance data as an early indicator of potential problems as well as a source for information about the nature and extent of problems that have been identified.

We will utilize several proven procedures and techniques for problem identification and resolution on the Goddard Library project, including the following:

- **Problem Identification.** Project performance is everyone's concern. The Project Management Team will monitor work activities continually to quickly identify issues or potential problems through regular observation and interaction with staff performing work and by reviewing the performance indicators described in the Quality Control Plan. In addition, all members of the project staff will be expected to be aware of areas for possible concern (for example, work steps where bottlenecks have developed in the past) and to look for and report potential problems before they have significant impact on project operations.
- **Problem Resolution.** Most problems will be captured, addressed, and resolved internally within the project by staff assigned to perform specific quality control activities. For those problems requiring additional attention, we will employ a proactive strategy for identifying and implementing alternatives, developing and proposing alternative solutions to issues, and making recommendations to the Goddard Library for their approval and adoption. First, we will clarify and briefly document the problem. Then we will define alternate solutions. When appropriate at this step, we will look beyond the capabilities of the project staff and obtain input from corporate resources. The Manager for the specific library function (and the Program Manager if the problem has sufficiently serious or wide-spread impacts) will assess the alternatives identified and select one based on associated costs, technical priorities, schedules, and potential impacts on the client. If the problem is significant, the Project Manager will present the problem and proposed solution to the QRB and the COTR for review and approval. Once the proposed solution is approved, the LA Team will document the changes in the process in the appropriate policies and procedures, train staff on the new procedure or system, implement the change, and monitor the effectiveness of the change in correcting the problem. If the solution is effective, the changes will be permanently incorporated into the ongoing business processes. If the solution does not provide the results anticipated, the problem resolution process will be repeated.

#### 4.2 Quality Control Metrics and Inspection

The charts presented below summarize the quality control checkpoints, methods of inspection, performance thresholds, person responsible for conducting the quality control check, frequency of inspection, and type of observation (i.e., subjective or objective). The charts are organized based on the Work Breakdown structure and the performance work statement established in the solicitation documents.

4.2.1 Summary Requirements (WBS 1.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Follow all appropriate procedures to protect employees, property, facilities, and the public.	Conduct procedure reviews at staff meetings and participate in drills, as required	100% compliance with Safety & Health Plan and NASA/GSFC guidance	Safety Officer	Daily – general review of the worksite for unsafe or non-compliant practices	Subjective
			Program Manager	Quarterly – conduct a worksite review for compliance issues, documenting all instances of non-compliance	Subjective
			QRB	Quarterly – 100% review of all instances of non-compliance with the safety plan and all accidents with corrective action taken	Subjective
Ensure control of keys and lock combinations	Verify that all keys and lock combinations are fully accounted for and in the possession of the proper employee	100% of all keys accounted for	Program Manager	Quarterly – review the control list of keys and lock combinations verifying that the employees have the keys as assigned. PM will follow the same process as part of the exit procedure for each instance of employee turnover	Objective
Maintain physical security and protect passwords to ensure computer and systems security	Verify that all passwords are protected and changed as required under IT security procedures	100% accountability for protecting access to computers and systems	Electronic Library & Digital Preservation Team Leader	Daily general observations that passwords are not written down and left openly accessible by other personnel and that passwords are not shared between employees	Subjective
				Monthly – review any reports of unauthorized system access, determine the cause, and take corrective action	Objective
Maintain an accountability for all Government Furnished Property	Verify that all Government Furnished Property is accounted for and in good working order	100% accountability for all Government Furnished Property	Program Manager	Annually – conduct an inventory of all Government Furnished Property verifying location and property number against inventory records	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Operate and manage facilities for the performance of this contract	Verify compliance with all facility operating procedures	100% accountability for compliance with facility policy and procedures	Program Manager All Employees	Ongoing basis - observe and correct instances of non-compliance with policies and procedures concerning facility operation.	Subjective
Use equipment in performance of tasks described in SOW	Verify that equipment is used properly in the performance of a Government contract and that any misuses of property are reported immediately	100% of the usage of Government Property supports the contract functions	All Team Leaders	Daily - Observe employees' use of equipment, questioning any use that appears to be potentially improper	Subjective

4.2.2 Collection Building (WBS 5.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Acquisitions receipts	Verify items received match items requested	100% of items received are those that were requested/ordered; correct deficiencies within 7 days	Collection Building Team Leader Program Manager	Weekly – 100% review of items received Quarterly – sample of items received compared to orders; 100% review of deficiencies for corrective action within the specified timeframe	Objective Objective
Subscription management	Ensure subscription continuity is maintained	100% of subscriptions are renewed without gap in service	Collection Building Team Leader Program Manager	Monthly – 100% comparison of subscriptions received to subscription data base Quarterly – random sample of subscriptions to verify received Monthly - 100% review of any subscription not received to ensure error corrected in timely fashion	Objective Objective
Invoice payment	Ensure bills are paid promptly	95% of bills are paid within 30 days of order or item receipt	Collection Building Team Leader Program Manager	Weekly -100% review of open invoices Monthly – random sample of paid invoices	Objective Objective
Call number assignment	Ensure all LC call numbers are consistent with GDL database	97% of call numbers are consistent with GDL database usage	Collection Building Team Leader	Weekly – Review a random sample of 25% of call numbers assigned during the week to verify proper numbers are assigned and consistent with GDL database	Objective
Cataloging support	Ensure AACR2 rules are used in a full MARC II format for retrievable fields	98% of items cataloged, including electronic documents and internet sites correctly apply AACR2 rules and MARC II formats	Collection Building Team Leader	Weekly – Review a random sample of 10% of items cataloged, ensuring that the proper AACR2 rules and MARC II formats were applied	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Catalog includes all pertinent added entries	97% of relevant added entries are included in the catalog with 100% of added entries complying with authority usage	Collection Building Team Leader	Monthly - Review all added entries to determine relevance and verify included in catalog with proper authority usage	Subjective
	Place barcode and other physical processing on each cataloged item	100% of items properly physically processed	Collection Building Team Leader	Weekly - Verify all items processed have appropriate barcode attached	Objective
	Ensure first, second, and third follow-up claims are submitted according to the Library's schedule	95% of claims comply with Library timeliness standards Electronic claiming procedures are used 95% of the time when they are available and appropriate	Collection Building Team Leader Program Manager	Monthly - Review all claim activity to verify timely filing and follow up on open claims and that electronic claim procedures were available  Quarterly - Review 10% of the claims processed or open during the period to verify proper and processing	Objective  Objective
Claiming	Cancel orders upon expiration of allocated time to receive	100% of expired orders are canceled by deadline	Collection Building Team Leader Program Manager	Monthly - Review all claims processed to ensure they were properly canceled by the deadline or the claim was appropriately closed  Quarterly - Review 10% of the open and 100% of canceled claims to ensure they were properly and timely canceled	Objective  Objective
Acquisition	Deliver requested items	95% of requested items will be delivered to requestors within guidelines; rush within 5 days, emergency requests within 24 hours	Collection Building Team Leader Program Manager	Weekly - Review all delivery requests to verify compliance with delivery guidelines or contact with the customer to explain the delay  Monthly - Review all open deliver requests and 25% of deliver requests fulfilled during the period	Objective  Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Cost management	Obtain best price	Jobbers/vendors selected for support offer lowest price in 95% of surveyed potential purchases	Collection Building Team Leader	to verify compliance with performance standards Quarterly – Review 15% of the purchases during the period to verify the item was purchased at the lowest price offered	Objective
			Program Manager	Annually – Based on the results of the reviews performed by the Collections Team Leader, sample 5-10% of the purchases to verify items purchased at the lowest offered price	Objective

4.2.3 Access Services (WBS 6.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Shelving books	Accurately shelve by call number	98% of books are shelved in accurate call number order 98% of items are re-shelved within agreed upon time frames 98% of new books are displayed in new book area	Access Services & Information Navigation Team Leader  Program Manager	Monthly – Review 10% of the shelving to ensure that books are in proper order and meet the performance standard  Quarterly – Review a randomly selected area of shelving to determine that the shelves are being maintained in accordance with standards	Subjective  Subjective
Shelving journals	Accurately shelve in correct order	98% of journals are accurately shelved in shelf list sequence 98% of journal items are re-shelved within agreed upon time frames 98% of new journals are appropriately displayed in new journal area	Access Services & Information Navigation Team Leader  Program Manager	Monthly – Review 10% of the shelving to ensure that books are in proper order and meet the performance standard  Quarterly – Review a randomly selected area of shelving to determine that the shelves are being maintained in accordance with standards	Subjective  Subjective
Interlibrary loan	Requestor notification	100% of ILL requesters will be notified within 1 day of receipt of material	Access Services & Information Navigation Team Leader  Program Manager	Weekly – Review all ILL requests to verify that all requestors were notified properly  Monthly – Review all ILL requests to verify that all requestors were notified properly	Objective  Objective
Circulation	Charge all circulated materials	100% of all loans, renewals, reserves and ILL will be entered in STILAS	Access Services & Information Navigation Team Leader	Monthly – Review all loans, renewals, reserves and ILL activity for the period to ensure proper entry of information into STILAS	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Maintain customer records	100% of customer records will be updated within 1 day	Access Services & Information Navigation Team Leader Program Manager	Quarterly - Review 10% of the activity, verifying the information was entered correctly Daily - Review all customer updates to ensure entered timely and accurately updated Quarterly - Review 10% of the customer updates to ensure timely entry into the system to meet the performance standard	Objective Objective
	Staff circulation desk as required	Circulation desk is supported during 100% of business hours, and alternate circulation service is available 100% of the time that the desk is not staffed	Access Services & Information Navigation Team Leader Program Manager	Ongoing - Observation of staffing and or customers waiting for service Ongoing - Observation of staffing and or customers waiting for service	Subjective Subjective
Electronic resources	Provide accurate location information	97% of electronic resources can be accurately located using Intranet/Internet URL information provided to users	Access Services & Information Navigation Team Leader Program Manager	Monthly - Review 10% of electronic resources to verify proper URL information Annually - Review 15% of electronic resources to verify proper URL information	Objective Objective
Microfiche/film	File in accurate alphanumeric order	95% of new files are in alphanumeric order	Access Services & Information Navigation Team Leader Program Manager	Monthly - Review 25% of new microfiche files processed to verify proper alphanumeric order Quarterly - Review 5% of new microfiche files processed to verify proper alphanumeric order	Objective Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Privacy	Effectively enforce circulation restrictions	99% of circulation restrictions are accurately implemented and enforced	Access Services & Information Navigation Team Leader  Program Manager	Quarterly – Review 5% of items with circulation restrictions to verify accurately enforced  Annually – Review a 5% sample of the entire circulation requests ensuring that the sample includes restricted material and verify that circulation restrictions are being properly enforced	Objective  Objective
	Effectively locate missing issues	100% of missing issues are identified and obtained	Access Services & Information Navigation Team Leader  Program Manager	Weekly – Review missing issues log and ensure that all issues properly obtained  Quarterly – Review audits performed by the Access Services Team Leader	Objective  Objective
Binding	Prepare items for the bindery when closing issues are received	95% of items are prepared for the bindery within one month of last issue receipt	Access Services & Information Navigation Team Leader  Program Manager	Monthly – Review all material processed for binding to ensure processed within 30 days of last issue receipt  Quarterly – Review 10% of the journals and items processed for binding to ensure properly processed.	Objective  Objective
	Ensure high quality of binding services	99% of binding defects are identified and returned to the vendor	Access Services & Information Navigation Team Leader  Program Manager	Monthly – Review 25% of items bound during the month to ensure the quality of binding and all defects identified and returned to vendor  Quarterly – Review audits conducted by Access Services	Objective  Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Return bound volumes to the collection when they are received from the bindery	98% of bound volumes are accurately re-shelved upon return	Access Services & Information Navigation Team Leader Program Manager	Manager to verify quality process Weekly – Review all items returned from binding to verify properly recorded and shelved Quarterly – Review audits conducted by Access Services Team Leader and verify shelving conducted in accordance with standards	Objective Objective
Equipment operations	Ensure appropriate equipment uptime	Equipment is operational 95% of hours of required availability period. Keep COTR informed	Access Services & Information Navigation Team Leader Program Manager	On-going – Observation of equipment Monthly – Review of equipment maintenance reports and analysis of issues	Subjective Subjective
Restricted documents	Disseminate restricted documents only to authorized users	100% of dissemination activities is to authorized users	Access Services Team Leader Program Manager	Weekly – Review 15% of disseminations to ensure only provided to authorized customers Quarterly – Review exception report and corrective actions taken	Objective Objective
Items in transit	Clearly identify items in transit	97% of items are clearly identified	Access Services & Information Navigation Team Leader Program Manager	Daily – Review in transit items to verify properly identified Monthly – Review Access Services Team Lead audits to verify in transit items are properly identified	Objective Objective
	Locate items in	97% of items are easily located	Access Services	Weekly – Sample of in-transit	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	transit and verify location of items identified with 5 minutes of request	items and verify location identified with 5 minutes of request	Access Services & Information Navigation Team Leader	Monthly – Review audit activities of Access Service Manager and customer complaints	Objective
Offsite storage	Securely store boxed items	95% of items are correctly boxed and stored Physical security controls are in place and effective during 99% of security audits Environmental controls (temperature and humidity) will comply with standards during 99% of environmental audits. 98% of requests for item retrieval are fulfilled within agreed upon delivery times	Access Services & Information Navigation Team Leader	On Occurrence – Review all items processed for offsite storage to ensure properly prepared  Monthly – Review offsite storage requests to ensure compliance with delivery schedule  Annually – Review offsite storage facility to ensure compliance with storage requirements and test validity of inventory	Objective  Objective  Objective
Mail processing	Deliver mail as scheduled	Mail is delivered within as scheduled 100% of the time; 100% of hand deliveries are accomplished within 24 hours	Access Services & Information Navigation Team Leader	Daily – Review mail delivery logs to ensure processed within performance standards  Quarterly – Review a sample of delivered mail to ensure compliance with delivery schedule	Subjective  Objective
Mail handling	Ensure "eyes only/confidential" mail is not opened	100% of "eyes only/confidential" mail will be opened only by addressee	Access Services & Information Navigation Team Leader	Daily – Observe mail processing to ensure that "eyes only" mail not opened  Monthly – Review exceptions report for any issues of non-	Objective  Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
User requests	Ensure timely user will receive timely notification	98% of users receive item according to agreed upon delivery schedule 98% of users responding to user surveys are satisfied with service	Access Services & Information Navigation Team Leader	compliance and corrective action	Subjective
User requests			Program Manager	Weekly – Review all customer surveys for issues or complaints, investigate all issues of delayed response to requests	Subjective
Circulation notices	Ensure notices are circulated in a timely accurate manner	100% of notices are sent to users as agreed	Access Services & Information Navigation Team Leader Program Manager	Monthly – Review user surveys, 10% of requests processed during the period, and the report and corrective actions for all issues raised in the customer survey	Subjective
Journal check-in	Check in journals as they are received	98% of journals are accurately identified and checked in upon receipt	Access Services & Information Navigation Team Leader Program Manager	Daily – Review sent and open notices to ensure processed in accordance with commitments to customers Quarterly – Review 15% of sent notices to ensure properly sent and review customer surveys for customer feedback	Subjective
			Access Services & Information Navigation Team Leader Program Manager	Daily – Review all journals processed each day to verify that journals are processed in accordance with standard Quarterly – Review 10% of journals received to ensure processed on the day of	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Send claims according to the deadlines set for claiming types of publications	97% of claims sent according to the schedule for that claim type (i.e. daily, weekly, monthly publication). Electronic claiming capabilities are used for 98% of claims submitted when available	Access Services & Information Navigation Team Leader  Program Manager	Monthly - Review all claim activity to verify timely filing and on open claims and that electronic claim procedures were available  Quarterly - Review 10% of the claims processed or open during the period to verify proper and processing	Objective  Objective
	Return bound volumes to the collection when they are received from the bindery	98% of bound volumes are accurately re-shelved upon return	Access Services & Information Navigation Team Leader  Program Manager	Weekly - Review all items returned from binding to verify properly recorded and shelved  Quarterly - Review audits conducted by Access Services Team Leader and verify shelving conducted in accordance with standards	Objective  Objective
Interlibrary loan and borrowing	Ensure timely request processing	100% of requests are processed within 3 work days (unless external factors prohibit completion) 100% of rush requests are processed within 24 hours (unless external factors prohibit completion) 100% of requests follow up processing is completed according to schedule Electronic delivery services are used to obtain items in 100% of the instances where they are available and appropriate	Access Services & Information Navigation Team Leader  Program Manager	Daily - Review all requests processed to ensure they meet the performance standards  Monthly - Review 10% of the requests processed to verify compliance with standards	Objective  Objective
Borrowing	Report requests from senior Goddard managers in a timely manner	Notify COTR or senior manager requests in a timely manner: 100% of the time	Access Services & Information Navigation Team Leader  Program	On-going - Review requests from all Senior Goddard personnel to ensure reported to the COTR in accordance with agreed upon standards  Daily - Review requests from	Objective  Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Expedite requests from GSFC managers	100% of senior manager requests are processed within agreed upon time frames 100% of senior managers surveyed indicate satisfaction or better with service	Access Services & Information Navigation Team Leader  Program Manager	all Senior GSFC personnel to ensure that COTR properly notified  Ongoing – Review requests from all Senior GSFC personnel to ensure reported to the COTR in accordance with agreed upon standards  Daily – Review requests from all Senior GSFC personnel to ensure that COTR properly notified	Objective  Objective
Copyright law	Observe copyright limits	Copyright limits are observed 99.5% of the time Copyright warnings are provided 100% of the time when required Electronic copyright sources are checked for updates monthly 99% of the time	Access Services Team Leader  Program Manager	Ongoing – Review all requests for copy distribution to verify that copyright laws are observed and that the customer was notified of copyright restrictions  Monthly – Review electronic sources for copyright updates  Quarterly – Observe process to ensure that procedures are being followed to ensure compliance with copyright restrictions	Subjective  Objective  Subjective
Equipment maintenance	Ensure copier service maintenance is performed as required	Supplies are replenished when needed 95% of the time	Access Services & Information Navigation Team Leader  Program Manager	Daily – Review status of equipment supplies and maintenance actions to verify that supplies are being maintained properly  Periodic Inspection (on-going) – Review supply status and logs on equipment to verify supplies are properly	Subjective  Subjective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Ensure copier cleaning is performed as required	Surfaces are effectively cleaned 98% of the time	Access Services & Information Navigation Team Leader	maintained Daily – Review status of equipment supplies and maintenance actions to verify that supplies are being maintained properly	Subjective
System reporting	Perform problem reporting as required	98% of telecommunications problems are reported immediately upon identification 95% of software and equipment problems are reported within two work hours of identification	Program Manager	Periodic Inspection (on-going) – Review supply status and logs on equipment to verify supplies are properly maintained	Subjective
			Access Services & Information Navigation Electronic Library 7 Digital Preservation Team Leaders	On-going – Observation of workplace and monitoring of each occurrence Daily – Review equipment monitoring logs to verify that equipment malfunctions are reported timely	Subjective  Objective
			Program Manager	On-going monitoring of work environment and Monthly monitoring of equipment logs	Subjective/ Objective

4.2.4 Information Navigation (WBS 7.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Information desk coverage	Provide coverage during operational hours	Desk is staffed during all operational hours 100% of the time	Access Services & Information Navigation Team Leader Program Manager	On-going – Observation of staffing and/or customers waiting for service	Subjective
	Ensure customer service is accurate, timely, and responsive	99% of users participating in surveys indicate satisfaction with promptness, accuracy, completeness, and courtesy of responses	Access Services & Information Navigation Team Leader Program Manager	On-going – Observation of staffing and/or customers waiting for service Daily – Review customer survey forms Weekly – Review customer survey forms and corrective actions taken with respect to negative feedback	Subjective
	Ensure service to senior Goddard management is accurate, timely, and responsive	COTR is notified of service requests in a timely manner in 99% of cases 100% of referrals involving senior management questions are reported to the COTR No senior management request is referred for which a response is available at the Goddard Library Responses incorporate electronic resources available 99% of the time that they are available Requesters are provided with assistance or directed to appropriate government assistance in 99% of the instances in which they request assistance in using electronic resources	Access Services & Information Navigation Team Leader Program Manager	On-going – Review requests from all Senior Goddard personnel to ensure reported to the COTR and processed in accordance with agreed upon standards Daily – Review requests from all Senior Goddard personnel to ensure that COTR properly notified and requests are processed in accordance with standards	Objective
	Ensure response to telephone calls is timely	99% of phone calls are returned within 2 work hours	Access Services & Information Navigation Team Leader	Daily – Review telephone logs to ensure that all telephone calls are returned within 2 work hours	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
			Program Manager	Monthly - Review telephone logs and exception report for telephone calls not returned within 2 work hours	Objective
	Ensure response to e-mail is timely	99% of email messages receive a response in 1 day	Access Services & Information Navigation Team Leader Program Manager	Daily - Review email to ensure that all emails are responded to within 1 work day Monthly - Review email files and exception log for all emails not responded to within 1 day and the corrective action taken	Objective Objective
	Handle rush requests in a timely manner	99% of rush requests are handled in 2 work hours	Access Services & Information Navigation Team Leader Program Manager	Daily - Review rush requests to ensure that all emails are responded to within 2 work hours Monthly - Review rush requests and exception report for all rush requests not responded to within 2 work hours and the corrective action taken	Objective Objective
	Handle information requests in an accurate, timely, responsive manner	98% of applicable information requests are fulfilled within agreed upon time frames 98% of requests are processed in time agreed with user 98% of users responding to surveys indicate satisfaction with response time	Access Services & Information Navigation Team Leader Program Manager	Daily - Review all requests processed to ensure they meet the performance standards Monthly - Review 10% of the requests processed to verify compliance with standards	Objective Objective
	Perform literature searches in support of the Wallops Library in a timely manner	97% of searches are completed in agreed upon time frames 99% of searches effectively integrate electronic and print sources 98% of users requesting assistance are provided timely support in searching electronic resources	Access Services & Information Navigation Team Leader Program Manager	Daily - Review all requests processed to ensure they meet the performance standards Monthly - Review 10% of the requests processed to verify compliance with standards	Objective Objective

Services (WBS 2.5) - Electronic Library Services (WBS 8.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
NASA and Goddard life cycle requirements	Comply with system development requirements	95% compliance as shown in an annual audit of procedures	Electronic Library & Digital Preservation Team Leader  Program Manager	On-going with Program – Review all system development documentation and procedures to ensure compliance with GSFC and NASA requirements  Annually – Review all system documentation to ensure compliance with NASA and Goddard requirements	Subjective  Subjective
	Maintain an up to date configuration control plan	95% compliance as shown in an annual plan audit	Electronic Library & Digital Preservation Team Leader  Program Manager	Quarterly – Review configuration documents to ensure they properly reflect the current system configuration  Annually – Review configuration documentation to comply with annual audit plan	Subjective  Subjective
System safety	Ensure actions safeguard the GRIN system	98% compliance as shown in an annual procedural audit	Electronic Library & Digital Preservation Team Leader  Program Manager	Quarterly – Review security procedures to ensure sufficient to safeguard system  Annually – Review system safeguards to comply with annual audit plan	Subjective  Subjective
Security	Ensure backup and secure storage of data	98% accurate and complete backup as shown during backup verification activities (each backup)	Electronic Library Team Leader  Program Manager	Weekly – Verify that backups are completed in accordance with backup procedures  Monthly – Review backup logs to ensure compliance with backup procedures	Objective  Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Data preservation	Guard against data loss	98% compliance with backup procedures as shown in an annual audit	Electronic Library & Digital Preservation Team Leader	Weekly - Verify that backups are completed in accordance with backup procedures	Objective
Input and output synchronization	Ensure input and output synchronization	98% compliance with procedures as shown in an annual audit	Electronic Library & Digital Preservation Team Leader	Monthly - Review backup logs to ensure compliance with backup procedures	Objective
Preserve data	Preserve longitudinal identity of data	97% compliance with procedures as shown in an annual audit	Electronic Library & Digital Preservation Team Leader	Annually - Review procedures in compliance with annual audit	Objective
Resource performance	Ensure satisfaction with system response	System up times of 99.5% or better (per resource) System response time complies with benchmarked performance 100% of time	Electronic Library & Digital Preservation Team Leader	Daily - Review of system performance logs for availability and response time	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Cost management	Obtain best price	Vendors selected for support offer lowest price in 95% of surveyed potential purchases	Electronic Library & Digital Preservation Team Leader	Quarterly – Review 15% of the vendor services during the period to verify the item was serviced at the lowest price offered	Objective
			Program Manager	Annually – Based on the results of the reviews performed by the Electronic Library Team Leader sample 5-10% of the purchases to verify items purchased at the lowest offered price	Objective