

Position:	Library and Learning Resources Technician	Position Control:	
Department:	Instruction	Position Class:	Student Support Non-Classroom
Gives Direction:	--	Unit:	Classified
Direct Supervisor:	Research and Instruction Librarian	Salary Range:	13
Next Level Supervisor:	VP, Instruction	Hours per week:	40
Educ. Admin.:		Months per year:	12
Date Established:		FLSA Exemption:	Non-Exempt

DEFINITION

Under general supervision performs a variety of clerical and technical duties; assist with the overall operation of the Library; assist students, faculty, staff and the public; performs related duties as assigned.

CLASS CHARACTERISTICS

Employees in this classification assist users in an integrated library system serving the public and students. Assignments within the Library vary and employees are cross-trained to ensure the smooth and efficient use of Library services, materials and equipment.

REPRESENTATIVE DUTIES

The following duties are typical of those performed by employees in the classification, however, employees may perform other related duties not listed and not all duties listed are necessarily performed by each employee.

Ensure order and proper use of the Library, equipment and materials following established processes, guidelines and policies. Assist with the maintenance of the Library collection.

Assist students, faculty and the general public in researching and retrieving information from electronic and print media.

Perform general office duties including computer entry and retrieval, filing, answering phones and reception.

Process and repair instructional, reference and circulating materials.

Maintain records and files for assigned service desk.

Maintain records and prepares reports, as needed.

Distribute and collect Library materials.

Organize, receive, distribute and shelve instructional, reference and circulating resources both print and non-print.

Maintain shelving order and files.

Participate and assist with inventory.

Assist instructors and receive direction on specific library related projects, materials and student assignments.

Ensure Library equipment and materials are maintained and in proper working condition. Order supplies. Assist patrons with the operation of copiers and printers.

May assist and advise student workers.

Perform other related duties as requested or assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

Education and Experience

Associate degree or equivalent. Or any combination equivalent to one (1) year of college coursework and one (1) year of office experience which includes experience with computer software programs in the workplace.

Desirable Qualifications

Working with the public in a customer service environment.

Library experience or coursework in library technology.

Bilingual: English/Spanish

Personal

Ability and desire to work effectively with students, staff and the general public.

Show initiative, poise, good judgment and tact.

Detail oriented.

Oriented in customer service.

Dependable in attendance and punctuality.

Possess the sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic background of community college students; and of staff and students with physical and learning disabilities.

Flexible in assuming other assignments as the need arises.

Knowledge of

Clerical and office processes and practices such as filing and record keeping.

Library methods, practices, and procedures.

Principles and reclassifying, inventory maintenance and record keeping of library and related materials.

Principles and methods of library circulation and record keeping.

General office processes and procedures such as filing and record keeping.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of math procedures for computation purposes.

Effective methods of working with the public.

Effective written and oral skills.

Basic research and evaluation methods.

Computer applications such as Word, Excel, e-mail and internet browsers.

Basic filing methods.

Correct English usage, grammar, spelling, punctuation and vocabulary.

General secretarial skills and techniques.

Organizational and prioritization skills.

Ability to

Access information in various formats.

Maintain confidential student files and materials in a sensitive and respectful manner.

Meet the general public, students, faculty and staff members cordially and effectively.

Enter and retrieve computer information accurately and in a timely manner.

Use or learn to use up-to-date computer technology.

Keep files current, accurate and in order.

Follow both oral and written directions accurately.

Compile statistics and put into appropriate report format.

Organize work in a multitasking environment.

Provide assistance to others.

Learn library processes and procedures.

Learn tutoring program and procedures.

WORKING CONDITIONS

Assignment is typically 40 hours per week and 12 months per year. Assignments are typically 40 hours per week and 12 months per year. May require evening, over-time, holiday or weekend hours throughout the year. Work is generally performed indoors.

PHYSICAL REQUIREMENTS

1. Vision sufficient to read documents and computer terminal displays.
2. Speech and hearing to communicate in person or by telephone.
3. Manual dexterity sufficient to use a variety of office equipment, computer keyboards and to handle paper.
4. Sit for long periods of time.
5. Ability to lift and carry 25 pounds such as paper and reports.
6. Ability to bend and reach to retrieve and file supplies, equipment and documents.

Reasonable accommodations will be made for candidates and employees with physical disabilities

ENVIRONMENT

Work is generally performed in a busy library in a community college campus environment serving a diverse student population with an emphasis on student success.

SUPERVISION

Direct supervision is received from the Research and Instruction Librarian and Vice President of Instruction. Work direction may be given to student workers. No supervision is exercised. May take or give work direction on projects as assigned.