

LEARNING RESOURCE TECHNICIAN II
Full-time, 12 Month, Classified position

DEFINITION:

Under direction of the Dean of Learning Resources and Academic Technology or assigned manager, this position will be responsible to perform a variety of para-professional library duties including those related to public services at the library circulation desk and to library automation and technical processing; to provide administrative support to supervisory and management staff and participate in overseeing the overall operation of the Learning Resources Center (LRC); and to provide general information and assistance to library patrons. May be required to work evenings and weekends, work assignment includes all District campuses and sites; location assignments other than District campuses and sites may be required.

SUPERVISION EXERCISED

Exercise functional and technical supervision over student workers.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Assist in the supervision and operation of the Learning Commons area .
- Assist in the supervision of operations the LRC's public service units, especially the Library Circulation Desk: manage circulation and inventory of all library materials including technology equipment, print, media and future items as needed. Register new student patrons and load computerized student records; assume responsibility for faculty reserve items; oversee the processing of overdue materials; collect fines, and respond to complaints about fines, serve as the first point of contact for students, staff, and faculty.
- Supervise student employees in carrying out the overall public and technical functions of the library: assist in hiring student employees and develop, coordinate, and maintain student work schedules; train student employees in work methods, techniques, and the use of equipment; verify work of assigned student employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- Assist library patrons: demonstrate the use of on-line library catalogs and other library materials and equipment; research routine reference questions; refer library patrons to librarians or staff as appropriate.
- Interpret and explain District and LRC programs, policies and procedures to staff, students, and the public.
- Train/tutor individual users and groups, students, faculty and staff in the use of print and online library materials.
- Review faculty and librarian's requests for printed materials; verify utilizing bibliographic sources; process acquisitions of materials using automated system.

- Receive and process all materials received by the LRC; audit invoices for goods and services received; approve invoices for payment.
- Assist in the routine cataloging and maintenance of library acquisitions: search and catalog books using on-line bibliographic utility; maintain library database and review for accuracy; oversee or perform physical processing of materials, perform and report collection maintenance shelf-reading activities.
- Organize and maintain library periodical collections: oversee or perform check-in, processing and claiming of periodicals.
- Assist in the supervision and operation of the library's technical processing functions: operate system modules and associated peripheral equipment necessary to support an automated library; assist library staff and patrons in using the library's automation system and other computer-related equipment.
- Interpret and monitor system modules for cataloging, acquisitions, circulation and periodical work stations; instruct and assist library staff in utilizing integrated library system (ILS).
- Fulfill inter-LRC and other interlibrary loan requests.
- Prepare computer reports; purge system files as required; assist other staff with the preparation and distribution of computer reports.
- Contact and coordinate with vendors for necessary support services.
- Monitor and order public and technical services supplies.
- Compare price, service and discounts in the selection of vendors; prepare purchase orders and invoices.
- Participate in monitoring LRC budget accounts for instructional supplies, books, equipment, conference/travel, memberships, and related items.
- Participate in the compilation of daily, monthly and yearly library activity reports and statistics relating to assigned functions.
- Develop, coordinate, and manage schedules for meeting rooms, study rooms, and classrooms.
- Recommend goals and objectives; attend meetings to assist in maintenance and development of library practices, policies, and procedures; follow library service goals outlined in current Master Plan to continually improve library services as defined by the district.
- Keep up to date with changing technologies within the scope of work.
- Participate in the work of all LRC areas and functions as necessary.
- Perform related duties and responsibilities as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Customer service skills at a Library Circulation Desk.
- Databases, library automation systems, public access systems, and computer skills.
- Principles of supervision and training.
- Principles and standards of basic library material selection; library and media terminology; materials and services available in academic libraries.

- Modern office procedures, methods and equipment including computers, the Internet, and other Web tools.
- Principles and procedures of record keeping.
- English usage, spelling, grammar and punctuation; basic mathematical and statistical principles.

Skill to:

- Operate a variety of modern library equipment including computers, MS Office, Web 2.0 technologies, and content management systems.
- Operate the on-line library catalog, the Internet, and other Web tools, including bibliographical and circulation system databases.

Ability to:

- Establish, foster, and maintain a high level of customer service and working relationships at a Library Circulation Desk.
- Perform technical and paraprofessional library tasks including basic reference services, technical processing, and acquisition.
- Make sound decisions regarding library classifications, acquisition, and processing operations.
- Read, interpret, and apply technical library materials.
- Assist library patrons in response to basic and routine reference and related library questions.
- Learn and correctly interpret and apply the policies and procedures of the function to which assigned.
- Communicate clearly and concisely, both orally and in writing.
- Be sensitive to, and have an understanding of, the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college personnel and students.
- Adapt to changing environments, plan, and initiate action.

Other requirements:

Specified positions must possess a valid California driver's license and have a satisfactory driving record.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Education: A Bachelor of Arts degree or equivalent with major coursework in library science or a related field.

Experience: Three years of technical and clerical library experience.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Ability to sit, stand, walk, kneel, stoop, reach, twist, and lift 25 lbs.