LEAD LIBRARY/LEARNING RESOURCES CENTER SPECIALIST

DEFINITION

Under general supervision, plans, assigns and reviews the work of the staff providing library circulation and public service work; personally provides check-out, return, and basic informational services; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This is the working lead level in the Library/Learning Resource Center support series, primarily responsible for public service rather than technical processing activities. This class is distinguished from the next supervisory level, which is either a professional or certificated staff member.

EXAMPLES OF DUTIES (Illustrative Only)

- Plans, oversees, and coordinates the day-to-day circulation operations at the Library/Learning Resources Center (Library/LRC)
- Assists in planning and implementing departmental procedures, policies and regulations
- Provides lead direction, training and work review to assigned staff
- Organizes and schedules work, sets priorities and follows up to ensure completion of assigned work
- Recruits, recommends hire, trains and evaluates student assistants hired for circulation support
- Anticipates development of new services responsive to changes in library resources, their formats, or the way that resources are delivered
- Performs the full range of Library/LRC Specialist duties in the public service area
- Oversees automated loan rules and all other circulation parameters using a complex library database
- Uses a variety of library- and campus-specific database software
- Identifies and resolves problems, such as patron complaints, lost materials, non-receipt of ordered library resources or breach of security situations
- Refers difficult or unusual problems to appropriate professional staff members
- Responds to patron requests for information and materials and refers questions of a more technical or reference nature
- Responsible for the ongoing maintenance of current information in library procedures manuals and training materials for student assistants
- Collects and compiles complex data reports using specialized library system software, work processing software and spreadsheet software
- Performs statistical record keeping and prepares a variety of periodic and special reports
- Coordinates the set up, opening and closing of the library for daily patron service
- Plans materials storage and stack space
EXAMPLES OF DUTIES (continued)

- Explains circulation policies and procedures to students, and faculty, administration, vendors and other libraries
- Receives returned books and materials, reviews due dates and examines items for damages
- Maintains files and indexes
- Operates a computer terminal to enter and retrieve data and operates other standard and library office equipment
- Performs routine maintenance on public photocopy and microfilm equipment
- Assists in a variety of assigned special projects and services
- Performs related duties as required or assigned

QUALIFICATIONS

Knowledge of:

- Basic supervisory principles and practices
- Academic library services, practices, terminology and functions
- Library public service policies and procedures
- Business mathematics
- Standard office practices and procedures
- Use of standard office equipment including a personal or on-line computer
- Use of automated library systems to perform library functions
- Correct English usage

Skill in and ability to:

- Plan, schedule, assign, direct and review the work of staff
- Provide instruction and oversight to others in work procedures
- Perform advanced-level duties requiring technical and in-depth understanding of academic
  Library/LRC operations
- Identify current public service needs and suggest appropriate responses
- Perform library public service support work effectively
- Use initiative and sound judgment within established procedural guidelines
- Prepare clear and concise reports, manuals, correspondence and other written materials
- Interpret and apply library procedures and rules
- Perform Library/LRC support work effectively
- Operate standard office equipment, including a typewriter and a personal or on-line computer
- Perform computer work, using standard software programs
- Create and maintain automated documents, records, and files, including loan rule parameters
- Communicate effectively, both orally and in writing
- Interact effectively with public and staff
- Establish and maintain effective working relationships with those contacted in the course of the work
QUALIFICATIONS (continued)

Other requirements:

- Must be willing to work evenings and weekends, as assigned

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to completion of two years of college with coursework in library technology or closely related field and three years of public service experience in a library setting or completion of two years of college coursework with three years of experience in an increasingly responsible public service position in a library. Experience in an academic library setting is desirable.

Revised: July 1998
Revised: July 1, 2001