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 work as 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
- 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

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
• Operate 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

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 an academic library. Experience in an academic library setting is desirable.