LEARNING RESOURCE ASSISTANT I / II

DEFINITION

Under general supervision, performs learning resource center technical and public service work; provides check-out, return and basic informational services related to audio and visual media and computer software; provides technical support in the processing of learning resource materials; performs related work as assigned.

CLASS CHARACTERISTICS

Learning Resource Assistant I is the entry level class in this specialist support series. Initially under supervision, incumbents learn College and departmental policies and procedures, including circulation, technical services and informational functions. As experience is gained, there is greater independence of action within established guidelines. This class is alternatively staffed with Learning Resource Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level class.

Learning Resource Assistant II is the experienced level class of this series, competent to perform a wide range of learning resource service support and student/faculty interface duties. This class is distinguished from Lead Learning Resource Assistant in that the latter provides direction, review and instruction to a group of assistants. It is further distinguished from the Library Assistant classes in that incumbents in the latter class process and circulate books, periodicals and other print media.

EXAMPLES OF DUTIES (Illustrative Only)

Sets up circulation desk in the learning resource center for daily activities; prepares desk supplies; assists with the set-up, operation and minor maintenance of media and computer equipment, checks audio and visual media, computer software and other materials in and out; explains circulation policies and procedures to students and faculty; calculates and collects fines and other charges for overdue, lost or damaged materials and for tape duplication services; records and balances daily receipts; responds to patron requests for information and materials and refers questions of a more technical or reference nature to appropriate staff members; assists in the identification, location, purchase and processing of media materials; provides tape duplication services; performs general clerical, typing and word processing work; receives returned tapes, disks and other materials, sorts returned materials for return to storage; maintains files and indexes; assists in cataloging materials according to established procedures; creates catalog records using computer techniques; instructs and oversees the work of student workers; may operate computer terminal to enter and retrieve data and operates other standard office equipment; explains computer and media equipment usage to students and faculty; maintains statistical records and prepares a variety of periodic and special reports; assists in a variety of assigned special projects and services.
QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

- General learning resource services, practices, terminology and equipment
- Public and standard library services and procedures
- Basic learning resource center practices for processing materials
- Use of standard office equipment including a personal or on-line computer
- Business mathematics
- Standard office practices and procedures
- Correct English usage, including spelling, grammar and punctuation

Skill in:

- Performing learning resource center public and technical service support work effectively
- Using sound judgment within established procedural guidelines
- Providing work instruction to and overseeing student workers
- Interpreting and applying learning resource center procedures and rules
- Performing office support work, including typing and filing
- Operating standard office equipment including a typewriter and personal or on-line computer
- Understanding and following oral and written directions
- Establishing and maintaining effective working relationships with those contacted in the course of the work

Other Requirements:

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

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

Learning Resource Assistant I: Equivalent to graduation from high school and one year of experience involving either office support or public information duties, preferably in an educational setting. Experience with varied computer software and/or media equipment is desirable.

Learning Resource Assistant II: In addition to the above, two years of learning resource center or similar support services experience in processing, distributing and/or using varied media and/or computer equipment and software at the level of the College's class of Learning Resource Assistant I.