LIBRARY/LEARNING RESOURCES CENTER
SPECIALIST I/II

DEFINITION

Under general supervision, performs library assignments in public services or technical services department in the Library/Learning Resources Center (Library/LRC); provides check-out, return and basic informational services related to books and periodicals; provides technical support in the ordering, processing and cataloging of library materials; performs related work as assigned.

CLASS CHARACTERISTICS

Library/LRC Specialist I is the entry level class in this specialist support series. Initially under supervision, incumbents learn library computer applications, College and departmental policies and procedures, including circulation, public information and materials processing. As experience is gained, there is greater independence of action within established guidelines. This class is alternatively staffed with Library/LRC Specialist II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications of the higher level class.

Library/LRC Specialist II is the experienced level class of this series, competent to perform a wide range of library support duties with detailed knowledge of complex procedures, practices, processes and computer applications. Assignments may be either in the public services area of the library, or in the technical support area. This class is distinguished from Lead Library/LRC Specialist in that the latter provides direction, reviews and instruction to a group of assistants.

EXAMPLES OF DUTIES (Illustrative Only)

- Performs one or more specialized circulation or technical services library functions, such as, billing, reserves, copy cataloging, serials management, materials preservation, database maintenance, processing and withdrawing materials, etc.
- Uses a variety of library- and campus-specific database software
- Maintains the integrity of a variety of database data elements, e.g., patron information, bibliographic record information, etc.
- Keeps library procedures manual and student training materials up to date
- Assists in general circulation services, including answering questions, giving information, retrieval of periodicals and sales transactions
- Assists patrons in use of equipment and computers for information access or retrieval
- Explains library policies and procedures to students, staff, faculty, administration, vendors and other libraries
- Assists library professional staff and refers difficult or unusual problems to appropriate professional staff members
- Examines and assesses items for damages; mends books and other materials sorts returned material for return to shelves; maintains files and indexes
EXAMPLES OF DUTIES: (Cont’d.)

- Opens and closes the library
- Instructs and oversees the work of student workers and trains students in assigned area and in library policies and procedures
- Operates standard and library office equipment
- Performs general office support work including word processing and creation of spreadsheets
- Performs statistical recordkeeping and prepares a variety of periodic and special reports
- Performs routine maintenance on a variety of equipment, such as photocopiers, VCRs and printers
- Identifies and resolves problems, such as patron complaints, lost materials, non-receipt of ordered library resources or breach of security situation
- Assists in a variety of assigned special projects and services

Library/ LRC Specialists are primarily identified as team members of the Public Services or the Technical Services department who may be assigned one or more specialized responsibilities as represented by, but not limited to, the following:

Technical Services/ Copy-Cataloging
Performs copy-cataloging following national standards on automated systems, including nonprint and special formats copy-cataloging.

Technical Services/ Acquisitions
Maintains bibliographic verifications, vendor identification, ordering, receipt claiming, fund accounting and copy-cataloging of library materials.

Technical Services/ Serials
Maintains records for periodicals and continuations, including ordering, receiving, claiming, withdrawing and copy-cataloging.

Interlibrary Loan
Handles interlibrary loan transactions; maintains interlibrary loan database and records.

Public Services/ Circulation
Oversees services and the work of student assistants at the circulation desk

Public Services/ Reserves
Manages reserve system, including working with faculty and division offices; processes materials for online course reserve system; maintains the system

Public Services/ Patron Financial Accounts
Coordinates and maintains patron billing records; resolves problems; coordinates communication with College bank.

Public Services/ Collection Department
Assists in all supportive functions of collection development, e.g., does bibliographic checking, distributes review media, assists liaison librarians.
QUALIFICATIONS

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

Knowledge of:

- General academic library services, practices, terminology and functions
- Library public desk etiquette and methods of providing information
- Basic library practices for processing books and periodicals
- Use of standard office equipment including a personal or on-line computer
- Use of automated library systems to perform library functions
- Use of standard software programs for word processing and spreadsheets
- Business mathematics
- Standard office practices and procedures
- Correct English usage
- Techniques for dealing with individuals from diverse academic, ethnic, socio-economic and cultural backgrounds

Skill in and ability to:

- Perform library, public and technical service work effectively
- Use initiative and sound judgment within established procedural guidelines
- Provide work instruction and oversight to student workers
- Interpret and apply library procedures and rules
- Organize and prioritize work activities
- Perform Library/ LRC support work effectively
- Operate standard office equipment, including a typewriter and personal or on-line computer
- Communicate effectively both orally and in writing
- Understand and follow oral and written directions
- 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.

Desirable:

Experience in dealing with a diverse population is desirable.

Education and experience:

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

Library/ LRC Specialist I: Equivalent to graduation from high school and one year of experience involving either office support or public information duties, preferably in a library setting. College level training in library technology is desirable.

Library/ LRC Specialist II: In addition to the above, EITHER two years of library experience at the level of the College's class of Library Specialist I OR possession of an Associate of Arts degree in library technology.