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
• 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

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.

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