GENERIC POSITION DESCRIPTION

LIBRARY SUPPORT SPECIALIST
A Classified Position
Grade 24 – Salary Schedule 60

A. General Statement

The Library Support Specialist involves paraprofessional work related to assisting library patrons in the use of a College and countywide network of libraries, library resources, related services, and activities. Under direction, the employee assists librarians and other faculty in providing technical electronic and direct information to library patrons about policies, procedures, circulation services, online access, database resources, fees, returns and other information. The Library Support Specialist provides assistance to library patrons in an open access library lab and/or with other library-based computer mediated resources. The employee also maintains confidentiality of the databases for library patrons. Public contact is extensive and involves students, staff, the general public, vendors, other educational institutions, community, and business representatives to exchange information related to library access and resource availability. A high degree of independent judgment and creativity is required to select from alternate and often conflicting solutions to resolve a variety of minor and occasional major problems that arise. Consequences of errors in judgment can be costly in public relations, employee and customer time. A Library Support Specialist can monitor the work of clerical and other staff, library interns, and student assistants.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with students, staff, the general public, other educational institutions, vendors, collection agencies, interlibrary loan services, public library and other personnel regarding county wide and College library services, resources, on-site services, billing, fees, returns, database accessibility, policies and procedures

2. Refers library patrons to electronic, community and other resources for technical assistance as appropriate

3. Confers with librarians and other staff to plan short- and long-range service delivery models, including development of new materials

4. Attends workshops, meetings and other events to obtain current information

5. Serves on various library-related committees

6. Participates in library tours, orientation programs and other public relations activities

7. Staffs a major section of the College library, in conjunction with librarians

8. Catalogs items (print and non-print items, books, periodicals, instructor's reserve materials) into the library's collections

9. Provides assistance to library patrons in an open access laboratory and/or with other library-based computer mediated resources in locating and using requested media, referrals to appropriate staff to obtain technical information, and to collect and document the payment of fees, fines, and other transactions

10. Performs inventory and media searches

11. Plans and prepares exhibits and displays in conjunction with librarians and other staff

12. Makes recommendations for the acquisition of new media, resource materials and/or software

13. Interprets, modifies and verifies bibliographic and other documentation

14. Assigns bar codes to all catalogued items and enters on the bibliographic record

15. Prepares bibliographies and acquisition lists

16. Performs copy cataloguing and related technical services

17. Receives and organizes a variety of materials to be returned to library shelves, transferred to other sites, added to the collection, or discarded

18. Orders, purchases and subscribes to numerous print and non-print materials, including books, equipment, computers, government documents, serials, media and all supplies

19. Trains and monitors the work of clerical and other staff, library interns and student assistants as assigned

20. Enters, modifies and retrieves information using a variety of computer software

21. Sets up and maintains detailed payment records and holds, and statistical, financial and other records to monitor and track library usage, cataloguing and availability of book, periodical, and non-print resources

22. Uses a variety of computer software to compose and prepare correspondence, memoranda, special and regular reports, bulletins, surveys, text and formatting of web site information and other written materials

23. Performs other related duties as assigned

C. Requirements

1. A Bachelor's degree plus library work experience or an Associate degree in Library Science and successful library experience of increasing responsibility that has included demonstrated knowledge of technical library services, resources, and technology
2. Successful complex clerical experience of increasing responsibility
3. Extensive public contact experience with people at various levels within an organization who are diverse in their cultures, language groups and abilities
4. Skill in computer data entry, modification, and retrieval, including the use of a database for a variety of record keeping and reporting
5. Demonstrated skills in oral and written communication
6. Experience with training and leading the work of others
7. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials
8. Experience with research and compiling data for, formatting, and preparing reports
9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
10. Demonstrated skill in working as part of a high-quality customer service educational environment

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires data comparison and analysis; visual comparison and acuity; manual dexterity; patience, analysis and interpretation of data; tact and sensitivity; flexibility; adaptability; multi-tasking; attention to detail; ability to give clear and concise instruction and direction; reaching overhead, pushing, pulling; and carrying items of moderate weight in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of the resources, technology (integrated library systems, Banner, Websmart), procedures, services and policies commonly applicable to academic and public library systems

2. Skill in using a variety of computer software to research and catalog library materials, and to prepare statistical, financial, demographic and other data for special and regular reports

3. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management systems

4. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities

5. Skill in oral communication, including public speaking and giving clear and concise instructions

6. Skill in written communication

7. Skill in training and monitoring the work of others

8. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files

9. Ability to work effectively as part of a customer service team