GENERIC POSITION DESCRIPTION

DIRECTOR OF THE LEARNING COMMONS
An Academic Supervisory (Exempt) Position
Grade 193E – Salary Schedule 35

A. General Statement

Reporting to the Dean of Academic Support and Learning Technologies, the Director of the Learning Commons will take a lead role in the integration of library and academic support services within the Learning Commons and other venues. The Director provides vision, leadership, and management in developing innovative services and integration of technology in library, tutoring, and related student success functions. Public contact is extensive and involves staff, faculty, and administrators at all levels within the college, other educational institutions, governmental, funding, and compliance agencies, students and the general public for the purpose of exchanging information and public relations. A high degree of independent judgment and creativity is required to select and analyze data in order to draw conclusions, make original recommendations, write reports, and to resolve a variety of minor and potentially major problems that occur. Consequences of errors in judgment can be costly in employee time, public relations and/or institution funding; however, administrative controls limit the risk of serious consequences. The Director of the Learning Commons can supervise, assess, train, and develop Learning Commons staff so they can provide continuous quality service that focuses on student success.

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. Directs all aspects of the Learning Commons with a commitment to customer satisfaction, quality, and accuracy for students, faculty, staff and community patrons

2. Provides leadership for all aspects of library operations including acquisitions, reference, circulation, collection development, and technical services

3. Coordinates and integrates academic support services with leadership from other functional areas such as tutoring, testing, supplemental instruction, and professional development

4. Contributes to curriculum development, student success, and retention initiatives

5. Creates a dynamic and innovative Learning Commons environment based upon current research and best practices, assuring that services are provided in multiple formats and locations

6. Collaborates with students and academic partners to meet the needs of both traditional and online learners

7. Directs and supervises all aspects of staffing including developing, scheduling, training, and evaluating Learning Commons employees

8. Makes recommendations for innovations and improvement based on the review and tracking of system and process data, and keeping informed on advancements and changes in the fields of student learning, library, academic support, and academic technology

9. Provides leadership for the interpretation of College policies and establishes and administers Learning Commons' procedures

10. Develops and administers the area budget, program plans, and grant proposals when applicable

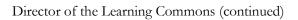11. Perform other related duties as assigned

C. Requirements

1. A combination of education and experience equivalent to a Master's Degree in Library and Information Science from an American Library Association accredited institution and three years successful work experience of increasing responsibility in library, learning commons, or academic support in higher education

2. Possession of a valid California Driver's License and the ability to drive to off-site locations are required

3. Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic and ethnic backgrounds of community college students, faculty, and staff

D. Physical/Other Requirements

This classification requires multi-tasking, flexibility, adaptability; accurate work under deadline pressure; attention to details; listening, good memory, sensitivity and tact; persuasive communication; negotiation; compromise; manual dexterity; working independent of direct supervision or specific guidelines; data analysis in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Progressive administrative experience within a library (community college library experience preferred), learning commons, or academic support center; minimum of three years' experience working in higher education

2. Experience planning and coordinating all aspects of library operations including acquisitions, reference, circulation, collection development, and technical services

3. Knowledge of best practices in student success strategies and learning-related support services

4. Proven successful supervisory, management, and leadership experience with demonstrated commitment to mentoring, training, and staff development

5. Demonstrated experience and engagement in applying emerging and academic technologies that support the learning process in the classroom and online, and those that support process improvement and automation of services

6. Excellent interpersonal skills, including the ability to foster a collegial work environment that encourages change and innovation; and ability to interact effectively and work productively, collegially, cooperatively, and collaboratively with a variety of individuals and groups in a complex and rapidly changing environment

7. Excellent customer services skills and proven ability to develop and sustain productive customer relationships

8. Ability to view issues from a college and campus-wide perspective, foster teamwork, and stimulate cross-functional collaboration

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