

LIBRARY & LEARNING CENTER ASSISTANT - MJC**DEFINITION**

Under general supervision, performs a wide range of instructional and customer service duties pertaining to Library & Learning Center (L & LC) services; conducts and delivers focused learning experiences for students in a classroom, tutoring center, computer laboratory, or similar teaching environment; operates and maintains computer hardware, software, and related equipment pertaining to the L & LC; performs administrative support tasks for faculty and other instructional staff; supports the circulation, display, and storage of books and other L & LC materials; receives and checks out loaned materials; collects and posts fines; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full working clerical level class in the L & LC Series within the Yosemite Community College District (YCCD). Incumbents in this class perform the full range of journey level instructional and administrative support duties within the L & LC. Duties typically emphasize administrative activities that may require substantial computer hardware/software user skills but do not typically require advanced knowledge of a specialized or technical academic area.

This class may be distinguished from the higher-level class of L & LC Technician because incumbents in that class perform technical administrative duties that emphasize specialized functions such as materials acquisition/cataloging, interlibrary loans, and reserve management.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under general supervision, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct, schedule, and/or monitor the work of subordinate, part time, and/or student employees on a project or assignment basis and may help with all aspects of student employee recruiting, hiring, and training.

EXAMPLES OF DUTIES *(Illustrative Only)*

- Assists faculty and other instructional staff with the preparation and presentation of materials designed to enhance students' learning processes; sets up and conducts instructional exercises as directed.
- Conducts computer literacy and tutorial instructional exercises; helps students improve computer operational skills and develop software competency; helps students access the network.
- Installs and sets up routine hardware and software; resolves and repairs minor technical issues; reboots systems, resets passwords, and troubleshoots printing problems.
- Maintains student positive attendance records, ensuring that students sign in/sign out; tracks student costs for computer and/or equipment use; maintains student laboratory accounts and submits charges.

- Instructs and/or tutors individual students and small groups to reinforce and follow up on classroom learning activities; monitors and assists students in drills, practices and study activities as a follow up what was presented during regular classes.
- Monitors and assists students in study activities and other meaningful learning activities and functions; reviews and supports individualized instruction plans.
- May proctor and monitor students who are taking tests; verifies student identification; gives verbal instructions; provides completed examinations to instructors.
- Maintains libraries and/or inventories of instructional resources and materials; maintains records of materials loaned to students using the L & LC Checkout system.
- Reports student progress toward the accomplishment of learning objectives.
- Organizes and presents workshops related to the development of study skills, interpersonal skills, life skills, academic improvement, and other subjects relevant to learning.
- Performs a wide range of customer service duties that typically require answering phones, keyboarding, e-filing, checking, booking appointments and study rooms, and recording information.
- Posts information to a computerized and/or manual management information storage and retrieval systems; retrieves and compiles information and prepares complex clerical forms, reports and summaries.
- Maintains the L & LC environment in a clean and efficient manner; organizes materials; monitors the safety and security of equipment; opens/closes facilities.
- Prepares a variety of materials for duplication and printing.
- Sorts and files documents and materials according to pre-determined classification systems.
- Operates a variety of machines and equipment including computers and/or specialized equipment pertaining to the L & LC; performs routine hardware and software installations, maintenance and troubleshooting.
- Orders and receives supplies; maintains office inventories.
- Provides customer service at the Checkout Desk; using a computerized system, receives and checks out L & LC materials that have been or are being loaned to students.
- Collects student fines and posts debts/payments to computerized records.
- Assists with recruitment, assigns, directs, schedules, and monitors the work of student employees; provides training and guidance to students and student employees.
- Prepares and submits various personnel and payroll forms for student employees and maintains accurate records.
- Responds to inquiries and complaints regarding basic L & LC matters; explains L & LC policies and procedures; provides forms to students and explains processes and requirements; answers a variety of general L & LC procedural questions; assists students in locating L & LC resources.
- Coordinates with faculty and classified professionals from other Schools to help promote L & LC resources and services, and in the delivery of direct services to students.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment or classroom setting.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Operations, procedures, goals and objectives of the L & LC.
- Modern office and classroom procedures and equipment, including computers and associated software applications.
- Methods and techniques of student instruction and tutoring.
- Proper English usage, spelling, grammar, and punctuation.
- Principles and practices of e-filing and record keeping.
- Appropriate and effective communication and listening skills.
- Methods and techniques of customer service, etiquette, and conflict resolution.

Ability to:

- Provide hands-on academic support to students and instructors.
- Respond to a variety of requests for assistance from students and instructors.
- Listen effectively and appropriately assess student academic needs.
- Work with students from a wide range of cultural backgrounds, ages, and academic abilities.
- Serve as liaison among students and instructor.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Operate and troubleshoot a variety of office machines and equipment including computers, peripheral equipment, copier, scanner, and calculator.
- Learn and understand the administrative/operational procedures and practices of L & LC System operations and services.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment, and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** frequent contact with students, student employees, instructors and the public; some deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

- Experience: Two years performing office administrative support duties that required familiarity with standard computer hardware and office software.

Special Requirements:

- May be required to demonstrate computer hardware and/or software proficiency.

*Class Adopted: 03/01/09
Class Amended: 07/12/23*