

LIBRARY & LEARNING CENTER TECHNICIAN - MJC

DEFINITION

Under general supervision, performs complex and technical office administrative support work pertaining to Library & Learning Center (L & LC) services; supports the acquisition, cataloging, processing, distribution and storage of books, and other L & LC materials and media; provides technical support for interlibrary loan and reserve functions; assists with a wide range of clerical and customer service duties related to L & LC matters; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first technical level class in the L & LC Support Series within the Yosemite Community College District (YCCD). Incumbents perform technical duties in support of specialized L & LC functions, utilizing technical knowledge of library L & LC administrative practices to make decisions and complete assignments.

This class may be distinguished from the lower-level class of L & LC Assistant because incumbents in that class perform journey-level clerical duties that primarily emphasize customer service. This class may also be distinguished from the higher-level class of L & LC Specialist because incumbents in that class lead, coordinate, and perform the most advanced technical administrative L & LC duties in support of reference, collections, bibliography, acquisition, cataloging, inventory control, budgeting, and other complex L & LC functions.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the general supervision of a manager or senior manager, 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, schedule, direct and/or monitor the work of subordinate full time, 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*)

- Performs technical duties related to the acquisition, cataloging, processing, distribution and storage of books, and other L & LC materials and media.
- Assists students, staff, faculty, administration, and other institutions in arranging for an interlibrary/inter-facility materials loan if needed; receives requests for items via e-mail, telephone, fax and/or other correspondence and identifies the desired item; researches item location and arranges for most efficient/effective method of obtaining the item from, and/or sending the item to, the party; invoices patrons as appropriate; processes incoming invoices; tracks and maintains the item's status in the computerized library system, ensuring that the location of loaned/borrowed items is always known.
- Supports materials acquisition functions; established accounts with vendors and orders materials; prepares requisitions for all materials ordered using the District's computerized accounting system; obtains management approvals.
- Receives and checks shipments to verify that they match purchase requisitions; contacts publishers and subscription services regarding un-received and/or damaged items; makes

corrections to purchase orders for management approval; communicates with professional staff regarding the ordering/arrival of materials; researches and recommends the purchase of electronic resources such as hardware and software.

- Receives and processes vendor invoices for payments; maintains and monitors budget and account status.
- Assists with technical accounting activities; generates and reviews technical reports to establish user obligations; reports user restrictions to the Business Office; resolves difficult conflicts with patrons.
- Helps catalog new and reserved materials; assigns and affixes bar codes/labels and other tracking items; enters materials into the computerized library L & LC system; maintains reserve materials in a centralized location for easy access; loans or otherwise provides access to reserved materials based on instructor directions; notifies instructors on a regular basis of the materials they have placed on reserve.
- Communicates with instructors regarding their desires for the initial and ongoing availability of materials.
- Follows-up on overdue materials; contacts patrons; sends late notices as needed; invoices patrons for materials based on L & LC policies and procedures.
- Helps maintain accurate records of student financial obligations; notifies the Business Office regarding student charges, credits and payments; monitors student accounts and reconciles with L & LC records; maintains records of lost, recovered and/or paid for materials.
- Retrieves and updates computer information and documents related to various L & LC processes; locates and abstracts data from various information sources; compiles and organizes information; prepares complex reports and summaries.
- 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.
- Responds to inquiries and complaints regarding clerical and technical 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 instructional personnel and students in locating L & LC resources.
- Helps maintain and update archives; assists technical and/or professional staff in weeding out obsolete or damaged materials.
- Assists students and instructors with basic reference questions; assists with using online catalogs and other resources; helps located L & LC materials; provides general information regarding the use of the L & LC facilities and services; assists students with basic computer/printing/and other technology problems.
- Performs general administrative and clerical duties such as sorting, e-filing, duplicating, and answering phones; prepares and mails letters and routine correspondence; books tutoring appointments and study rooms. .
- Assigns, directs and monitors the work of subordinate employees on a project or assignment basis; provides training and guidance to students and student employees.
- Assists with all aspects of student employee recruitment process including advertising, hiring, and training.
- Prepares and submits various personnel and payroll forms for student employees and maintains accurate records.

- Helps maintain the L & LC environment in a safe, clean, and orderly condition; monitors the safety and security of equipment; opens/closes facilities.
- Coordinates with faculty and staff 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 an indoor office environment.

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:

- Technical operations and services of a L & LC.
- Advanced use and application of L & LC terminology.
- Technical methods and techniques of library material classification and cataloging.
- Modern office procedures, methods and equipment including computers and other related technologies.
- Principles and procedures of advanced record keeping.
- Methods and techniques of customer service and conflict resolution.
- English usage, spelling, grammar and punctuation.

Ability to:

- Operate computerized appointment management system, cataloging, bibliographical and circulation Checkout system data bases.
- Process various interlibrary loan and instructor reserve requests.
- Respond to requests and inquiries from students and faculty.
- Prepare and maintain manual and computerized files.
- Operate a cash register, other POS systems, and make correct change.
- Operate and troubleshoot problems with a variety of computer and/or audio-visual equipment.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Licenses and Certificates:

- Depending upon assignment, possession of a valid typing certificate for 45 words per minute may be required for initial and continued employment.
- Depending upon assignment, a driver's license that is valid in California may be required for initial and continued employment.

Physical and Mental Standards:

- **Mobility:** ability to sit and stand for long periods, move about an office, and 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, books, files, equipment and material weighing up to 25 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:** ability to make decisions and concentrate; frequent contact with others including frequent public contact; frequent 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:

Pattern I

- **Experience:** Two years equivalent to a L & LC Assistant at YCCD.

OR

Pattern II

- **Education:** Possession of an associate's degree from an accredited college or university, with major course work in library science, business administration or a closely related field.
- **Experience:** Two years of clerical and/or office support experience, preferably in a library environment.

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