

LIBRARY MEDIA TECHNICIAN

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator, performs a variety of duties in support of library circulation and media and distance learning services. The incumbent uses independent judgment and specialized knowledge of library, media and distance learning policies and procedures to execute the assigned responsibilities of the position. The Library Media Technician receives and processes requests for media equipment and materials, performs library circulation services, proctors tests, and may update and maintain student tutor schedule.

DISTINGUISHING CHARACTERISTICS: The Library Media Technician is a journey-level classification and performs a variety of duties in support of library circulation, media, and distance learning services. The incumbent applies specialized knowledge and exercises independent judgement within well established guidelines, policies, and procedures to execute the essential responsibilities within the area of assignment.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by 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 class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Provides support services in the areas of library circulation, media services and distance learning; maintains reserve collections.*
2. Organizes work methods and procedures and maintains audio-visual schedules and equipment. *
3. Receives and responds to questions and requests for assistance from faculty, staff, students, and the college community, including but not limited to the use of paper, electronic and online information resources. *
4. Assists students and faculty in locating instructional resources and in using library systems and Assisted Technology. *
5. Provides exam-proctoring services. *
6. Assists students in accessing various modalities of distance learning courses; trains students in the operation of equipment in support of distance learning and distributes materials as required to inform students and faculty of policies and related procedures governing distance learning. *
7. Operates computers and associated software to collect data and to track the circulation of materials and equipment. *
8. Performs various clerical and office procedures as necessary, including answering the telephone, typing, copying, and filling documents; opens and distributes mail or materials; revises or creates a variety of documents including but not limited to standard correspondence, new forms, form letters, templates, spreadsheets, and simple reports.*
9. Maintains department equipment and may perform routine troubleshooting of copiers, printers, and other related equipment; calls in work orders to the user support services

- as required. *
10. Interviews, trains, assigns, and reviews the work of student employees in support of services provided in the area. *
 11. Provides technical assistance to assigned units of service; organizes work methods and procedures; may maintain reserve circulation and overdue area; assists in maintaining the circulation, reserve, and scheduling modules of the library automation system; identifies system errors or problems; works with the appropriate areas to resolve difficulties. *
 12. Handles issues concerning library user's inquiries or disputes concerning fines, fees, and overdue materials. *
 13. Assists with budget requests for assigned area. *
 14. Organizes area work methods and procedures for library management system, including but not limited to, establishing, and maintaining system use procedures, identifying system errors or problems, providing basic technical troubleshooting of system and/or referring the problem to the appropriate area(s) for assistance. *
 15. Assists in recommending and developing new policies and procedures that improve assigned area's overall efficiency and quality of service. *
 16. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 17. May provide work direction to student workers, or short-term, temporary employees.
 18. May attend staff meetings and serve on a variety of District committees as requested.
 19. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- High School Graduate or General Educational Development (GED); **AND**
- One (1) year of experience directly related to the duties and responsibilities of this class.
- Or, any combination of education and experience which would provide the required qualifications for the position.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- The ability to operate a computer keyboard with proficiency.
- Completion of two years of college or university coursework.
- Two (2) years of experience in computer related job activities, media services or in distance learning.

KNOWLEDGE, SKILLS, AND ABILITIES: (*May be acquired through education, training and/or experience.*)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.

- Software applications and programs related to the scope of the assignment; Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).
- Mobile devices and applications utilized by the District and/or college.
- Library practices, terminology, and procedures.
- Library automation systems and processes.
- Media and distance learning methods, procedures, and equipment.
- Modern office practices and procedures including technical report writing techniques.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Perform library level clerical work of average difficulty.
- Operate computers and audio-visual equipment.
- Keep accurate records and prepare reports.
- Demonstrate computer applications and other skills to students and staff.
- Learn and interpret rules, regulations, policies and procedures of the District and those affecting the department.
- Make necessary mathematical calculations accurately.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.

- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Establish and maintain cooperative relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple

concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.