DESERT COMMUNITY COLLEGE DISTRICT

DIRECTOR OF LIBRARY & LEARNING RESOURCES

THE POSITION
The Director of Library & Learning Resources is a management position as designated by the Board of Trustees of the Desert Community College District. The Director of Library & Learning Resources is charged by the Board of Trustees with the satisfactory implementation of Board policy and district or college procedures as applicable to the position. In addition, the Director of Library & Learning Resources is expected to make appropriate recommendations for modifications, additions, or deletions in policy and/or through the appropriate reporting authority.

DEFINITION
Under the direction of the Executive Dean, Institutional Effectiveness, Educational Services and Planning, serve as an administrator of comprehensive programs in Library & Learning Resources. Plan, organize and administer all aspects of the Library & Learning Resource. The Library is a highly specialized academic area that increase the academic success of students at College of the Desert and facilitates the teaching and learning process by providing informational resources and instruction to the college community. Plan, organize and administer all aspects of a growing Supplemental Instruction program. Coordinate with administrators and faculty in all divisions to assure collegial input and support for the development and delivery of effective library services, learning resources and Supplemental Instruction to students across the curriculum. Propose, develop, and implement goals and objectives, and policies and procedures conducive to maintaining and developing the centers. Provide effective leadership, planning, organizing, directing, supervision and evaluation of Library & Learning Resources respective staff; it is essential that the leadership position be filled by someone with knowledge of and experience in academic libraries and learning resources. The position includes evening responsibility.

REPRESENTATIVE DUTIES
1. Supervise and evaluate all faculty and staff within the area of responsibility, supervise workload, provide in-service training and resolve conflicts. This responsibility includes planning, organizing, staffing, leading, coordinating, and controlling the activities of the area.
2. Call and preside over regularly scheduled staff meetings and special meetings as needed, serve on regular and special committees assigned by the Executive Dean, Institutional Effectiveness, Educational Services and Planning.
3. Develop annual goals and objectives for planning and evaluation purposes and operational efficiency for library and learning resources.
4. Prepare budget estimates; administer and monitor approved budgets.
5. Interpret county, state and federal policy and legislation governing the administration, regulations, and perform other related duties.
6. Promote, direct, develop, supervise, and manage library and learning resource facilities, functions, and services within the District.
7. Integrate and coordinate the functions and services of the library learning center with the entire college program.
8. Plan and provide for the development of the library collection to support the college curriculum and continuing education for the college community.

9. Oversee the development and administration of library and learning resources automation and digitization programs.

10. Review Library & Learning Resources needs, issues, and concerns; communicate these to the administrator whom the Library & Learning Resources reports. Act as liaison to the college administration so they may understand the operational, philosophical, practical and professional practices, successes and challenges. Communicate to Library & Learning Resources staff the concerns, policies, etc. of the administration.

11. Review needs, initiate requests for positions, screen, interview, recommend for employment, and evaluate performance of employees.

12. Determine specific needs for employee professional development/continuing education activities and encourage participation as appropriate.

13. Interpret the services and needs of the library and learning resources to the community.

14. Assist in the planning and development of new Library & Learning Resources facilities including transitioning from current library system to the next library system.

15. Produce reports assessing the effectiveness of library and learning resources programs and areas of operations such as SLOs, assessment reports, Program Review documents, and accreditation self-study reports.

16. Interpret county, state and federal policy and legislation governing the administration of California community college libraries and learning resource centers.

17. Collaborate with the Information Technology area concerning District software and technologies for use in Library & Learning Resources.

18. Participate in professional associations of libraries and learning resources and maintain awareness of national trends in libraries and learning resource centers.

19. Manage and serve on the Friends of the Library Board.

20. Represent school concerns and needs to the Executive Dean, Institutional Effectiveness, Educational Services and Planning.

21. Coordinate and articulate program needs and curriculum identified by faculty, students or the community.

22. Meet schedules and time lines; organize multiple projects effectively and carry out required project details throughout the year.

23. Work closely with the Director of Off Campus Sites to assure that library services and learning resources in offsite campuses are fully supported and effectively supervised. Regularly visit these off-campus sites to confer with faculty and staff working there, assuring that their needs are met.

24. Supervise Library & Learning Resources staff in the management of student hires, including the annual hiring of 40 to 50 new tutors or student workers.

25. Assure that new tutors and students workers are properly recruited, selected, trained, scheduled, evaluated and supervised.

26. Each semester identify target disciplines appropriate to Supplemental Instruction (SI) intervention, work with faculty and department chairs in those disciplines to recruit faculty to participate in SI and to identify and recruit SI leaders in targeted disciplines.

27. Actively research the impact of Library & Learning Resources on the success of students especially in the light of academic improvement goals required by the California Student Success Initiative.

28. Perform other duties and responsibilities as assigned.
**REQUIRED PROFICIENCIES**
Knowledge, experience and abilities to perform the above listed responsibilities and functions in an efficient, effective, harmonious manner.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:** Principles, trends, practices, strategies and procedures pertaining to community college library management; principles, trends, practices, strategies and procedures in management and staff development as it pertains to library service; library technology, including issues related to ILS selection, management and implementation; principles and practices of general management and supervision; laws and regulations governing California Community Colleges; district policies and procedures; budgeting; procedures for accreditation; intent and application of student learning outcomes; regulations associated with tutoring services and academic support services; recommendations from the California Student Success Initiative regarding academic support services; CRLA Standards; the mission and student population of California Community Colleges and the Coachella Valley.

**Ability to:** Plan, organize, direct, administer, review, and evaluate programs and services; exercise honesty, consistency, and sound judgment in the performance of duties; work in the interests of the college as a whole; work productively in a shared governance setting; strong interpersonal skills; ability to establish and maintain effective, harmonious, and collaborative relationships with a diverse population of students, staff and community; lead, train, supervise, and evaluate assigned faculty and staff; serve as an effective leadership team member.

**MINIMUM QUALIFICATIONS:**
The Desert Community College District has established the following hiring criteria:
- Possession of a master's from an accredited institution; and
- Three years of experience in a leadership role specifically associated to library and learning resources and/or in managing the daily operations of a library and learning resources facility.

**DESIRABLE QUALIFICATIONS:**
- Master's degree in Library Science, Information Technology, Educational Technology, or Education with emphasis in Library and Learning Resources.
- 5 years of relevant experience.

**WORKING CONDITIONS**

**Environment:** Office and Library environment. Constant interruptions. Driving a vehicle to conduct work as necessary. Requires evening and weekend responsibility.

**EMPLOYMENT STATUS**
Educational Administrator

Leadership Salary Schedule IX

Approved: XX/XX/XX
DESERT COMMUNITY COLLEGE DISTRICT

LEAD ADMINISTRATIVE ASSISTANT (OFF-CAMPUS CENTER)

BASIC FUNCTION
Under the direction of a Dean or Director of an Off-Campus Center, the Lead Administrative Assistant performs and coordinates a variety of complex secretarial and technical office duties to assure timely and efficient office operations for the Center and relieves the Dean or Director of technical clerical duties; research, collect, analyze and compile data and information as needed; maintain complex files and records related to Center operations, programs and expenditures.

REPRESENTATIVE DUTIES
1. Assist in planning and prioritization of daily office functions activities and communications to assure efficient and effective Center operations.
2. Provide technical expertise as a lead to the Center's clerical staff.
3. Coordinate the duties of the Center's Administrative Assistants and/or Secretaries.
4. Coordinate clerical staff schedules to ensure that daily administrative/clerical roles are properly staffed.
5. Assist with basic facility decisions, as defined by the Dean or Director, to ensure smooth Center operations.
6. Plan and perform complex secretarial and technical office duties to assure timely and efficient office operations and relieve the Dean/Director of technical clerical duties.
7. Perform various secretarial and administrative duties including answering telephones and greeting visitors; provide information in person or on the telephone or refer to appropriate personnel; open, screen and route mail.
8. Compose, prepare and type a variety of correspondence, memos, reports and other materials specific to the assignment; proofread materials to assure accuracy and completeness.
9. Develop new and improved systems and procedures as a result of new policies or directives; assist with implementation after securing approval.
10. Research, analyze and prepare information on a variety of topics for dissemination to the public through various communication means maintaining confidentiality of sensitive and other Center-related information.
11. Make decisions in accordance with laws and regulations and apply them to problem situations; receive and resolve complaints.
12. Develop and maintain accurate files and records as required to support the office functions; maintain files in progress and assure proper completion.
13. Process documents specific to the office assigned according to established procedures; prepare financial and statistical reports for the Dean/Director.
14. Operate office machines including computers and related software applications, photocopiers, calculators, typewriter and other office equipment as assigned; maintain and control various databases.
15. Attend meetings and record notes and minutes as required.
16. Schedule appointments and meetings and notify appropriate individuals of meeting times and locations; arrange for meeting facilities as needed; prepare calendars as required.
17. Maintain an appropriate level of office supplies and order forms and other office supplies as necessary.
18. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES**

Knowledge of: Modern office practices, procedures and equipment; telephone techniques and etiquette; Record-keeping techniques; operation of office machines including computer equipment and applicable software including word processing, spreadsheets, database management; and email; correct English usage, grammar, spelling, punctuation and vocabulary; oral and written communication skills; interpersonal skills using tact, patience and courtesy; policies and objectives of assigned activities.

Ability to: Plan, perform and coordinate complex secretarial and public contact work in support of an Off-Campus Center Dean or Director; Plan and organize work; read, interpret, apply and explain rules, regulations, policies and procedures; evaluate and recommend improvements to systems, procedures and methods; work confidentially with discretion; meet schedules and time lines; maintain logs, reports and records; answer telephones and greet the public courteously; determine appropriate action within clearly defined guidelines; operate a variety of office machines including a computer and applicable software including word processing, spreadsheets, database management and email; type at 45 words net per minute from clear copy; communicate effectively both orally and in writing; type at 45 words net per minute from clear copy; communicate effectively both orally and in writing; type at 45 words net per minute from clear copy; maintain records and prepare reports; establish and maintain cooperative and effective working relationships with others; maintain confidentiality of student records; understand and follow oral and written instructions; sit for extended periods of time; bend at the waist, kneel or crouch.

**OPTIONAL ABILITY:** Bilingual English/Spanish

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: graduation from high school supplemented by college-level course work with a grade of “C” or better in computer information systems or business related coursework and four (4) years of increasingly responsible office secretarial or administrative office support experience including some public contact. Prior experience leading/coordinating clerical staff duties and scheduling is preferred.

**WORKING CONDITIONS**


**EMPLOYMENT STATUS**

Bargaining Unit Position
STUDENT SUPPORT SPECIALIST-BILINGUAL/ OFF CAMPUS

BASIC FUNCTION
Under the direction of the Director of Educational Centers, perform a wide variety of secretarial and clerical duties in support of an assigned department or function; and possess the ability to communicate orally and in writing in English and Spanish.

DISTINGUISHING CHARACTERISTICS
The Student Support Specialist-Bilingual provides support to a Coordinator, Director or other supervisor of a small program or function. The Student Support Specialist-Bilingual possesses the ability to communicate orally and in writing in English and Spanish. Due to the high volume of students and public in the area of assignment whose primary language is Spanish, a work related requirement of bilingual English/Spanish is necessary in order to successfully perform the job duties. Knowledge of a wide range of student support services functions are critical to the functioning of this position.

REPRESENTATIVE DUTIES
1. Perform secretarial duties and assist the supervisor with a variety of clerical, secretarial and administrative duties; facilitate communications and coordinate activities between the supervisor, staff, public and other personnel; establish and maintain positive staff and public relations.
2. Review documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations; compose routine correspondence independently or from oral instructions; compile data for reports as requested.
3. Communicate information in English and Spanish in person or by telephone where judgment, knowledge and interpretation of policies and regulations are necessary.
4. Receive, open and distribute mail; receive visitors, answer telephone calls and refer to appropriate staff members.
5. Type a variety of memoranda, reports and other materials.
6. Arrange and schedule a variety of meetings, appointments and conferences; prepare materials for meetings as assigned.
7. Train, assign and review the work of other employees or student assistants.
8. Operate a variety of office machines and equipment including a computer and related software applications, typewriter, copier, calculator and other equipment.
9. Maintain office files and prepare and type reports as necessary.
10. Attend a variety of meetings and record notes as assigned.
11. Oversee and provide admission, registration and enrollment support for a variety of special programs; coordinate the processing and reviewing of admissions applications and other related documents; review for completeness, accuracy and compliance to state and federal standards; work confidentially with student records.
12. Communicate in person or on the telephone with students, faculty, staff and the public to explain and assist with fees, student records, enrollment, and registration procedures; and notify students of outstanding materials in accordance with District, state and federal rules, regulations, policies and procedures.
13. Understand and provide assistance with requests for registration, enrollment, adds, drops, grade changes, incompletes, repeat courses, and exceptions to assure completeness and compliance to District and state guidelines, policies, procedures, regulations, and laws; grant and document when appropriate; coordinate and disseminate.
14. Train and assist faculty and staff in the operation of the system and equipment; resolve enrollment, grading and attendance problems. Monitor and research positive attendance reporting; prepare and disseminate overdue notices and a schedule of reporting dates according to established procedures. Analyze, research and resolve questions or concerns related to students on roster, added or dropped classes or other related issues.
15. Operate a variety of office machines including a computer and related software. Utilize document imaging equipment for applications, registration forms and a variety of support documentation.
16. Assist in the selection and training of staff and others; provide work direction and guidance.
17. Serve as receptionist of the Financial Aid Office, greeting visitors and answering the telephone; provide information regarding financial aid and related programs to students and staff; assist in the proper completion of forms.

18. Provide information regarding the Higher One account information.

19. Assist in the placement process; register students for assigned programs and receive and process fees as assigned; establish, organize and maintain student records and files including attendance records.

20. Review documents for accuracy, completeness and conformance to established procedures and standards.

21. Provide detailed information and make appropriate referrals to current and in-coming students regarding College regulations, admissions, matriculation procedures, financial aid, residency requirements, and student support services available on campus and in the community.

22. Assist students in completing college applications, including admissions and financial aid. Provide general information to students and community members regarding college programs and services, academic majors, certificate programs, two- and four-year degree programs, and financial aid and scholarship opportunities.

23. Assist in designing, preparing, and distributing promotional materials; including using computer graphics software and maintaining Web pages and social networking sites.

**KNOWLEDGE AND ABILITIES**

Knowledge of: Operations, procedures and methods of office to which assigned; modern office practices, procedures and equipment; applicable computer software programs including word processing, spreadsheets, databases, and email; record-keeping techniques and alpha and numeric filing systems; correct English and Spanish usage, grammar, spelling, punctuation and vocabulary; interpersonal skills using tact, patience and courtesy; receptionist and telephone techniques.

Ability to: Perform a wide variety of secretarial and clerical duties in support of an assigned department to function; assemble diverse data for the preparation of reports; maintain complex and varied files and records; type at 45 words net per minute from clear copy; interpret and apply specific rules, policies and procedures of the department or function to which assigned; operate a variety of office machines and equipment, including typewriter, computer and applicable software including word processing, spreadsheets, databases, email and other related programs, calculator, copier and other equipment; establish and maintain cooperative and effective working relationships with others; communicate effectively both orally and in writing in English and Spanish to exchange information in person and on the telephone; meet schedules and time lines; prepare and type reports, correspondence and related materials; bend at the waist, kneel or crouch to file materials; sit or stand for extended periods of time.

**OPTIONAL ABILITY:** Bilingual English/ Spanish

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and two (2) years of varied and increasingly responsible secretarial or clerical experience.

**WORKING CONDITIONS:**


**EMPLOYMENT STATUS:**

Bargaining Unit Position

Range 9
Approved: XX/XX/XX