



New Classified Hiring/Position Justification

Hiring Division/Department: Instructional Services/Library-DE
Position Title: Library Support Specialist/Technology Support

Classification

Position type: Permanent X Full Time # of months 11
Part Time X % of Full Time 48% # of months

Position: General Funds X
Allocation: External Funds* Expiration Date

Budget Information

Grade 24 Step 2 Annual Salary \$30,672

Justification

Please respond to the following questions in electronic format to the appropriate Dean, Manager or Vice President. Additional information may be provided as relevant for position justification.

1. Describe the specific needs for the position requested and the duties of this position in a brief statement.

The Academic Support and Learning Technologies division is requesting a .48% Library Support Specialist (LSS) to assist in the coordination and delivery of technology support to students as well as to support current unmet needs in several areas of library support. This position will have primary responsibility for managing the technology support desk, which will be located in the Library, will perform circulation duties as needed and alleviate current backlogs in the areas of circulation management, Library reserves, and support for the Textbooks, Laptops and Calculators (TLC) program.

The Technology Support Desk at Cañada College will provide direct support to students and faculty in the use of learning technologies and district technology platforms, such as Canvas. This part-time position will be supplemented by student assistants who will be available to help with technology-related questions during Library open hours: Monday – Thursday 8:00am – 9:00pm, Friday 8:00am – 3:00pm, Saturday 10:00am – 2:00pm. This part-time position will also provide trainings and workshops in identified areas of need pertaining to student technology use to ensure that students are able to access such fundamental technology platforms as Canvas, Websmart, and Microsoft Office.

Services for Students:

- Point of contact for the Canvas LMS, including login issues and navigation within the course shell
- Assistance with Websmart & Student Email: navigation, login and other account issues
- Assistance with MS Office, Google Drive and other commonly used software applications.
- Technology Basics Workshops offered throughout the semester
- Referrals to workshops, tutorials and other follow-up supports to strengthen student's technological proficiency and confidence in the use of these resources
- Library Technology Help: using computers and printing, using the book scanner, using Library technology available for check-out (laptops, Chromebooks, WiFi Routers)
- Circulation duties: helping resolve issues with fines and late items, training student workers, managing group room reservation system, assisting students with TLC program.

Services for Faculty:

- Support for student access to materials in the Canvas course shell
- Referrals to learning technology training and professional development resources
- Workshops offered throughout the semester could include Google Apps for Education and other resources of benefit to faculty

2. Explain how this position aligns with and supports the mission and strategic goals of the college.

The Cañada College 2017-2022 Educational Master Plan and 2015 Student Equity Plan, along with the most recent SMCCCD Strategic Plan, state the need to ensure equity of outcomes in student success. As our colleges expand program delivery options in the online learning space it will be increasingly important to ensure equity of outcomes for students in online and distance education courses, along with strengthening student's ability to effectively engage with learning technologies. The Technology Support Desk will support this mission by equipping students with the knowledge and transferable skills they need for retention, persistence and success in meeting their educational goals. The Technology Support Desk will additionally help prepare students to use technology successfully in the workforce and beyond. Accessing technology has been an obstacle for many students who have been unable to find support on campus, so eliminating this obstacle with the Technology Support Desk will cut down on the amount of time students spend trying to access technology and technology assistance.

Data from our textbook survey in fall 2015 showed that about 41% of students used the reserves collection because they could not afford the textbook for their class, and half stated that they would not be able to take their class if the textbook was not available in the library. Combining the data from a spring 2016 and fall 2016 survey of students in the TLC program we found that 95% students rated the program as very important to their academic success and 74% stated that they would not be able to take their course if they were not a part of the TLC program.

Lack of access to technology and textbooks is an equity issue that this position can help address. By alleviating some of the workload from our current Library Support Specialists, this position supports the goal of student completion and success. A part-time LSS will allow us to increase our services, especially our textbook and technology services, to students. Additionally, the new college initiative to increase faculty use

of Open Educational Resources (OER) and explore creating Zero Textbook Cost Degree Programs (ZTC) will require increased support for both students and faculty.

3. Explain how adding this position will strengthen the department or division.

This position will assist with the substantial increase in online course enrollments since 2017. Through the tech support desk, by supporting use of the Canvas LMS, providing tutorials, and loan checkout support, this position will directly engage with students to provide support that directly improves the likelihood that they are retained in their courses.

On average the three Library Support Specialists spend a total of 5.5 hours of their 8 hour work day directly interacting with patrons (students, staff, faculty, and the general public). This leaves them little time to work on important projects such as processing new materials, managing the TLC collection, managing library payments, and keeping track of the library budget. This new part-time LSS position will free-up time for our reserves and cataloging staff to perform their duties. Currently our existing LSS's face time constraints that prevent them from the timely completion of tasks such as acquiring and processing new items for students and faculty, providing Library outreach support, and serving students during opening hours.

The TLC Program has greatly changed the dynamics of the circulation desk, especially for our Student Workers. The TLC program requires utilizing a different management process than the one used for regular circulation items, and as a result Student Workers must often confer with a LSS about TLC issues; as a result the work of the LSS is often interrupted.

4. Explain how this work will be accomplished if the position is not filled.

To implement help desk support, we need additional staffing. Currently, we do not have adequate support for students (and faculty) related to this type of service. Students consistently remark on the lack of access to services available for technology support and/or online instruction assistance. Without a designated staff person students will seek to get help where they can, often from Library or Learning Center staff and student assistants. While we are happy to help, with the increase of online classes and use of Canvas this has become a much larger part of our jobs and is limiting the effectiveness of many positions as they try to accommodate this growing demand.

If this position is not filled, the reserve collection Library Support Specialist, with the assistance of the cataloging Library Support Specialist and the evening Library Support Specialist will continue to manage student technology support requests as best they can. However, they will continue to fall behind in acquisition of new materials for regular and reserve collections, training of students, and completion of library projects throughout the semester. Additionally, if this position is not filled our students will continue to face a barrier in regard to receiving timely and much needed support in the use of and access to instructional technology and related processes.

Please submit completed Classified Position Hiring/ Position Justification electronically to the responsible administrator in your division or department.

This position has been reviewed by the department or division and is recommended for hiring.

David Reed

Dean / Director / Hiring Supervisor

Date

10/8/18