

**New Classified Hiring/Position Justification**

**Hiring Division/Department:** Library

**Position Title:** Library Support Specialist

**Classification**

Position type:	Permanent	X	Full Time	# of months
	Part Time	X	% of Full Time	# of months
			50	12

Position: General Funds X

Allocation: External Funds\* Expiration Date

**Budget Information**

Grade	24	Step	1	Annual Salary	\$27,048
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**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 part-time classified position would supervise student workers and library circulation duties during our busiest times in the morning (8am to 1pm Mon. to Thurs.). It is necessary to have a staff member to supervise and train student workers and perform more complex and sensitive circulation duties and situations. This position would also cover stacks management, participate in outreach (displays, volunteering for campus events, social media, etc.), and collection management by deleting and adding material to our collection.

In spring 2016 the Library started the TLC program. This program provides semester length check-outs of textbooks, laptops, WiFi routers, and graphing calculators to qualified students. This program has mostly been a duty of our reserve collection Library Support Specialist (in charge of short-term textbook check-outs), but has proven to be almost a full-time job itself leaving our reserve Library Support Specialist little time for their regular duties managing the front desk, students, and general reserve collection. This position would support our reserve collection Library Support Specialist and allow them to perform their assigned duties.

During slow times at the circulation desk, student workers need supervised special projects (after all daily tasks are completed) to help the library run more efficiently. The part-time position would implement and supervise these projects which would allow the reserve collection LSS and the cataloging LSS to focus on their individual projects concerning ordering, budgeting, outreach, cataloging, processing, planning, and correspondence.

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

**Goal 1: Student Completion/Success** To provide educational and student services programs that help students meet their unique academic goals; minimize logistical and financial barriers to success; and highlight inclusivity, diversity and equity.

This position supports the goals of the Educational Master Plan by increasing student completion and success. A part-time LSS will allow us to increase our services, especially our textbook and technology services, to students. The TLC program and our regular reserves are part of integrated support services that help students with financial difficulties complete college.

Our normal textbook reserve and TLC textbook reserve collections are used heavily. In 2016 the library circulated items from both reserve collections 8,076 times. 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.

**Goal 3: Organizational Development** To invest institutional resources on the structures, processes and practices that focus on a diverse student and staff population, promote excellence, equity, inclusion and transformative learning.

This position supports the TLC program and the TLC program supports and promotes our college standing as a HSI by providing Latinos with resources that help them achieve success. Our fall 2016 cohort was composed of 53% Hispanic students. A part-time Library Support Specialist will also support student equity by improving access to academic resources such as textbooks, laptops, WiFi routers, Chromebooks, and calculators for Basic Skills, ESL, and MESA students.

We found that TLC students were more slightly more successful and had slightly higher retention rates than the average success and retention rates of students in the qualifying classes that TLC students were taking.

<b>Retention and Success</b>	<b>TLC Students</b>	<b>All Students in ESL, Basic Skills, and STEM Qualifying Classes</b>
Retention Rate	84%	81%
Success Rate	69%	66%

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

The morning shift is our busiest time and we are in need of a part-time circulation supervisor to oversee the front desk and the student workers. Currently our cataloging Library Support Specialist or our reserve collection Library Support Specialist (sometimes both) are performing this role to the detriment of the library's ability to acquire and process new items for students and faculty, provide outreach, market new and ongoing services and resources, and serve students during opening hours.

As our reserve program has grown, our reserve collection Library Support Specialists' duties have increased. In addition to reserves and morning circulation supervision, the reserve collection Library Support Specialist is also in charge of the TLC collection (a semester length

loan program). The participation in TLC has grown from about 70 students in Spring 2016 to about 101 students in Fall 2017. In Spring 2017 the TLC program grew to include STEM as well as Basic Skills and ESL. This has left the reserve collection Library Support Specialist with little time at the beginning of the semester to order and process regular reserves, leaving non-TLC students waiting longer for their class material. Without an additional Library Support Specialist we will have to consider eliminating cohorts in the TLC program and eventually sunsetting the program itself.

Without an additional morning Library Support Specialist, librarians end up doing circulation duties (checking in/out material, helping students with basic printing needs) to the detriment of librarian duties. Last semester (spring 2017) 31.4% of help librarians provided consisted of circulation, directional questions, and printing help -duties that would be better done by student workers or Library Support Specialists.

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, the TLC collection, managing library payments, keeping track of the library budget, and expanding our technology resources.

Student workers on average spend about 5 hours per day helping students. This time does not include duties that don't involve interacting with other students, such as shelving, restocking supplies, data entry, etc. Why not use more student workers instead of an additional Library Support Specialist? Student workers are limited in their hours, the types of duties they can perform, do not have the authority or experience to deal with complex and sensitive situations involving patrons, and having higher turnover due to graduation.

The TLC Program has greatly changed the dynamics of the circulation desk, especially for our Student Workers. TLC items and rules are very different from regular circulation items and rules, and as a result Student Workers must often confer with Library Support Specialists about TLC issues; as a result desk work of Library Support Specialists is often interrupted.

With more high-priced items such as laptops, WiFi routers, and textbooks being checked out we have also seen a rise in these items being lost or not returned by students. This has created more work for librarians and staff as we contact students, put holds on accounts, negotiate payment plans, work with administration to resolve difficult incidents around missing items, etc. This has greatly increased paperwork and workloads for staff.

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

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 and build the TLC collection. However, we will continue to fall behind in our

acquisition of new materials for our regular and reserve collection, training of students, and completion of library projects throughout the semester.

The TLC program cannot grow or expand without additional staffing. As of now we are mostly maintaining the collection we currently have. Adding additional cohorts would negatively impact our day to day duties as well as our ability to keep up with with the additional paperwork, which in turn would slow down our ability to provide materials to TLC qualifying students in a timely manner. In the long run we will have to consider sunsetting the TLC program to maintain the level of service we take pride in providing.

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.**

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**Dean / Director / Hiring Supervisor**

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**Date**