



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 48 # of months 12

Position: General Funds x
 Allocation: External Funds* _____ Expiration Date _____

Budget Information

Grade 24 Step 1 Annual Salary \$27,048

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.

In spring 2016 the Library started the TLC program. This program provides semester length check-outs of textbooks, laptops, 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.

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 student workers and perform more complex and sensitive circulation duties and situations.

This position would allow our current Library Support Specialists to perform the main duties they were hired for such as managing reserves and the semester length checkout collection (TLC), cataloging, processing, etc. Furthermore, this morning supervisor would be able to help with the backlog of materials that need cataloging and processing, as well as reserves and TLC.

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

Educational Master Plan 2012-2017 - Redwood City Develop new programs and strengthen existing programs to meet community and business needs. Basic Skills Plan 2015-2016 “Increased availability of textbooks and learning materials used in basic skills courses.”

This position supports the goals of the Educational Master Plan and the Basic Skills Plan. A part-time Library Support Specialist will support student equity by improving access to academic resources such as textbooks, laptops, and calculators for Basic Skills, ESL, and MESA students. We have a new semester long textbook/laptop/graphing calculator program to complement our current short-term textbook loan program. Without this position we will not be able grow the new semester length collection to include other programs such as CTE and off-campus students.

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 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 140 in Fall 2016. The TLC program will be growing next semester to include STEM as well as Basic Skills and ESL. We would like to expand the program to off-campus sites to meet the needs of off-campus ESL students, and to include more cohorts such as CTE.

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. Currently about 55% of help librarians provide consists of circulation, directional questions, and printing help, duties that would be better done by student workers and Library Support Specialists.

On average the the three Library Support Specialists spend a total of 5.5 hours of their work day directly interacting with patrons (students, staff, and faculty). 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.

Our normal reserve collection is used heavily. In 2015 the library circulated items from our textbook reserves collection 6,815 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. A spring 2016 survey of students in the TLC program showed that 92.9% of students rated the program as very important to their academic success and 78.6% stated that they would not be able to take their course if they were not a part of the TLC program.

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? Student workers are limited in their hours, the types of duties they can perform, as well as having higher turnover due to graduation.

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.

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.

Dean / Director / Hiring Supervisor

Date