

## Request to Fill Classified Positions

This form can be used to track the request process for filling vacant positions, and/or requesting new positions or increases in current positions. This form is not to be used for reclassification requests or reorganizations. Complete the sections immediately below, attach any documentation and forward the packet according to the listed steps. Each person in the chain will initial and date the document, and forward it as appropriate. If the request is denied at steps 1, 2 or 4, the individual or group denying the request will inform the requesting party. Steps 3 and 5 are recommendatory only.

*Note: Temporary (District or agency) employment in the requested area is limited to a maximum of 60 days. This limit is designed to encourage prompt review of the vacancy. (Education Code Sec. 88003)*

**1. This position is a**

	<input type="checkbox"/> Replacement (No Changes)	<input type="checkbox"/> Replacement with requested changes *	<input type="checkbox"/> New Position (not a replacement)
Department:	Library		
Position Title:	Library Systems Technology Coordinator		
Last Incumbent or "New":	Erik McDonald		
Date of vacancy or Date of Board approval of new position:	July 31, 2014, will be transferring to IT as a Information Technology Specialist		
Salary Range:	Range 26		
Hours per week:	40		
Months per year:	12		
Bilingual Required:	No		

\* Use the "Replacement (no changes)" column to provide information about the position as it currently exists. Use the "Replacement with Requested Changes" column to show the changes.


***On a separate sheet, answer the below questions regarding the position.***

2. Annual Cost of the Proposal (HR will complete).
3. Source of Additional Funds: for New Positions or Replacements with requested increases of hours or work years:
4. If requesting changes to the position, provide the justification/rationale, and consequences of not making the change.
5. Explain how this position supports student learning.
6. Explain what would happen if the position weren't approved.
7. Bilingual (Spanish)
  - I am requesting this position be considered by the Vice President to be designated as Bilingual Required because:
  - No, this position should not be bilingual required



8. **Attach the Job Description to this request. All Classified Job Descriptions can be found online at:** <http://www.mpc.edu/humanresources/Documents/Forms/AllItems.aspx>

**Classification/Position:** Library Systems Technology Coordinator **Date:** 7/9/14  
 Revised 7/9/14 and 7/17/14.  
 This is version 3 dated 7/28/14

steps	REPLACEMENT POSITION	Initials/Date	steps	NEW OR CHANGED POSITION*	Initials/Date
1	Chair/manager discusses vacant position with division/area and other relevant group(s).	<i>DM</i> 7/22/14	1	Chair/manager discusses the new/ vacant position with division/area and other relevant group(s).	
2	Chair/manager discusses with VP. The VP may authorize short term help if funds in the budget and no additional cost.	<i>MPCE</i> 7/22/14	2	Chair/manager discusses with VP. The VP may authorize short term help if funds in the budget and no additional cost.	
3	VP discusses request with Vice Presidents and President		3	VP discusses request with Advisory Group.	
4	President makes final decision. VP presents to College Council for information.	<i>WT</i> 3/10/15	4	VP discusses request with Vice Presidents and President. HR informs MPCEA.	
5	HR begins recruitment, takes recommendation to Governing Board, or takes other necessary steps .		5	College Council Reviews and makes a recommendation to the President. 2 Readings.*	
			6	President makes final decision and informs VP, Chair/manager. President directs HR to process request. (Board approval, recruitment, etc.)	
			7	HR begins recruitment, takes recommendation to Governing Board, or takes other necessary steps	

VP's Authorization for Bilingual: \_\_\_\_\_

DATE: \_\_\_\_\_

President's Authorization: \_\_\_\_\_

DATE: \_\_\_\_\_

Note #1: These steps may take more or less time depending upon time constraints (e.g. e-mail vs. meetings), and the nature of the position.

Note #2: If this process cannot be completed within 30 calendar days, the President may authorize action without completing this process and will inform the College Council.

Note #3: If the new or changed position is vital to core mission of the college, the President may authorize action without completing this process and will inform the College Council.

Note #4: Once recruitment begins, Education Code Section 88003 limits short term or substitute employment to 60 days.



\*New and changed positions must be presented to College Council for two readings and approved by the Board of Trustees. Positions included in MPCEA must be negotiated.

1. Explain how this position supports student learning

This position directly supports student learning on all campuses through the support of all the library's technology. This essential position is the only library position that maintains, upgrades, backs up, and troubleshoots the library's complicated integrated library system which enables students to search the library's catalog and check out library materials in support of their coursework. This position also enables off campus access to library resources including all the library's licensed databases by maintaining authentication protocols on the library's proxy server, setting up access to new online resources and troubleshooting outages or other access issues. These functions are critical for student success. Students must have reliable access to library resources if they are to be able to research topics for their classes, make informed decisions about careers or personal goals and gain digital literacy skills which are critical for student success upon transfer or graduation.

This position also manages and maintains the library's open computer lab. The library hosts the campus's largest computer lab (over 200 computers) and is open the most campus hours per week (48 wkly hours).

In May 2014, there were over 10,600 individual computer sessions on library computers and over 14,000 sessions (including off campus) were recorded in using library databases.

Lack of institutional support for this position directly contradicts the institutional commitment to providing an environment for student success and equity. The inability to access computers and databases prevents students from taking/completing online classes, research and writing papers/speeches/projects. Without the regular maintenance and management of the lab computers provided by this position, the library risks a reduced infrastructure with outdated information. The lab becomes vulnerable to hacking or other system security issues) and students may not have access to materials that support their academic and professional success.

2. Explain what would happen if the position weren't approved. (this position vital as technology operates year around)

We will have to consider a staggered schedule such as:

M & W	8-5
T & TH	10-7
F	8-noon

Which would impact LTC meeting room usage on M & W 5 – 7pm and T & TH 8-10am.

If this position is not approved the troubleshooting, maintenance, installation for several of the main Library computers systems (which provide the backbone of library services) are not assigned to any other position:



- Voyager (circulation, cataloging, overdues),
- Cybrarian (the security system which keeps logons confidential and allows multiple users of the computer lab),
- EZProxy (the access/authentication software that authenticates patrons for off campus access to the library's licensed databases)
- CORAL (the open source software that allows us to manage electronic subscriptions and licensed databases),
- LibStats (tool that allows library staff to gather, aggregate and display statistics)
- Office Tracker (room scheduling software, also used by Public Information Office and facilities),
- GOPRINT(printing management system, hardware and software, also used by English and Study Skills Center),
- The management and configuration of the library servers, Alexandria, Troy and Stonehenge,
- And, the management and troubleshooting of over 30 library databases.

The responsibilities outlined above require a higher level of technical expertise than is expected from the Instructional Technology Specialist. While this position shares some interactions/consultations/support with the Instructional Technology Specialist and both the Technical Services and Digital Services Librarian positions, the duties above are dependent on year round staffing and are particularly critical during network outages and other types of service interruptions.

Particularly during a network outage or service interruption, loss of these work functions could mean:

- Students/Faculty/Staff/Community Users unable to access licensed databases from off campus or check out materials including course reserves.
- Library hardware/software is not maintained or upgraded in a timely fashion, leaving patron records and other data vulnerable to hacking or other security breaches.....remember Target?
- Library catalog would not be customized to meet the specifications and limits of MPBC library policies
- inventory control data may not be released in a timely fashion, decreasing awareness of loss of materials
- Reduction in instructional technology support for faculty, staff and students





**Job Description/Title:** Instructional Technology Specialist → Library Systems Technology Coordinator  
**Approved, Bargaining Unit President:** 3/14/08  
**Approved, MPC Associate Dean, Human Resources:** 2/28/2008  
**Board Approved:** 6/24/08

## MONTEREY PENINSULA COLLEGE

### LIBRARY SYSTEMS TECHNOLOGY COORDINATOR

#### **JOB SUMMARY**

Under general direction, responsible for the operation and coordination of maintenance of computer labs, staff computers, smart classrooms, peripherals, and other instructional equipment. Responsible for the design, operation and maintenance of specialized library systems, electronic resources, websites and Library & Technology Center building systems. Assist faculty and students with integration of technology into instruction. Receive limited supervision within a broad framework of standard District policies and procedures.

#### **EXAMPLES OF FUNCTIONS**

##### **Essential Functions**

Administer the Library's integrated library system, (Voyager), including the Circulation, Cataloging, Acquisitions modules, and the Online Public Access Catalog; lead in the design modifications of the integrated library system and the design and development of other networks and systems necessary for Library operations; analyze and modify the systems for maximum productivity while maintaining security of the data.

Collaborate with representatives of other colleges regarding use and customization of specialized library systems, software, and hardware; interface with technical departments of vendors in modifying their products to conform to MPC library needs.

Maintain and modify all the Library's licensed web-access electronic databases, including account configuration and user interfaces; research and make recommendations as to design changes for improved usability.

Monitor and analyze usage of all electronic web-based databases, Library web sites, Library proxy server, file servers, print server, software applications, integrated library systems, and computer usage; extract and compile a wide range of statistical data related to software, hardware and building usage on a monthly basis; create and provide other customized reports as requested.

Assist in the design and development of the Library's main website and Library Services class websites.

Monitor and maintain the Library's websites for currency, functionality, consistency, and presentation; create online forms and documents as necessary.

Develop and maintain graphical user interface for students; integrate web sites, software and faculty-developed course materials.

Develop, implement and maintain student network used in assigned lab (e.g., install server software, set user rights and privileges, install user applications/modules, write logon scripts, install upgrades and patches, perform backups and perform appropriate non-warranty hardware repairs) including a strategy for appropriate system security.

Coordinate the work of the Instructional Technology Specialists assigned to the Library; supervise the student workers assigned to the lab area.

Install, maintain, upgrade and troubleshoot software (for both server and clients) used for: the pay-for-print system in all student labs throughout the Library & Technology Center; office scheduling by the Library and the College Facilities Office to book library use rooms and all public rooms in the Library & Technology Center; and programming of lights throughout the Library & Technology Center, modifying the programming as requested by the Facilities Department.

Suggest policy changes regarding use of technology by students and faculty, and use of the building.

Setup and maintain the tape backup system for all the departments' servers in the Library & Technology Center.

Setup and maintain the Jamex card reader systems used on all student copiers throughout the Library & Technology Center.

Install, maintain, upgrade and troubleshoot the software used to interface with the Library & Technology Center building Security System; develop procedures and documentation for the use of the Library & Technology Center building Security System as special needs arise; monitor performance of Library & Technology Center Security systems; request service as necessary.

Create new and remove old user accounts in the security system; distribute keys to faculty and staff as directed by the appropriate program directors; provide individual and group training on the proper use of the various lock types and building security procedures as needed; maintain a current Keying Map of the Library & Technology Center showing which locks are used in each door; maintain and program door keypads making changes as requested by the Directors of the various programs.

Maintain and update a database of the Library's hardware inventory and repair history. Create and maintain a physical library comprised of all media and documentation of all application software, operating systems, custom scripts, custom Library applications and commercial applications used in the Library by students and staff and those used to monitor and maintain Library & Technology Center systems.

Maintain currency in knowledge regarding technology developments as they relate to the assignment.

Collaborate with campus Information Systems staff in selection of technology hardware and software; networking, security strategy, computer set-up, desktop design and related technology issues.

Write memos and reports.

Assist with writing system configuration diagrams as needed; assist Network Engineers in maintaining network stability in assigned area.

Receive, respond, prioritize, and follow through on faculty and staff requests / inquiries related to the use, modification, and /or enhancement of hardware and/or software.

Provide specialized training for all technology staff assigned to the Library.

Provide orientation regarding the installed technical tools for new faculty and/ or adjunct faculty, and staff members and students in the assigned lab; serve as an instructional technology resource for faculty, staff

and students as it pertains to the specific area of instruction. Conduct in-service training programs for faculty and staff including workshops and demonstrations.

Create multimedia productions, if directed to do so, based on instructor content ; provide content and create tutorials for using equipment and software; provide access to instruction through network/Internet technology, general Internet use, distance education, access to electronic information.

Build, install, maintain and prepare desktop computers for use, including the installation of operating systems, software applications, and basic software tools; test systems to insure functionality in the technical environment; troubleshoot and maintain software and hardware as needed; assist faculty and staff in troubleshooting less technical problems.

Develop an understanding of the subject matter being taught as it pertains to the technology being used in the Library, including labs and the Smart Classrooms; respond to student questions.

Operate and maintain a variety of computer and audio/visual equipment, including computers, scanners, and others.

Assist faculty in: developing instructional materials for workshops and curriculum projects for use in the classroom; integrating technology into the curriculum; selection/implementation of new technology; software and hardware.

#### **Other Duties**

Perform other related duties as assigned.

Participate on committees as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience**

Any combination of education, experience and training that would indicate possession of the required knowledge, skills and abilities listed herein. For example, completion of college level coursework equivalent to a certificate in computer science skills, or related field; and three years of recent experience troubleshooting and repairing PCs in a network-training environment; a college degree in computer science, business administration or related field is preferred.

#### **Knowledge**

Knowledge of: Windows Network and current Windows Server operating systems; the ExlibrisVoyager Integrated Library System or equivalent; relational databases; - web application/ web authoring software; E-mail applications; network hardware and peripherals (scanners, printers, etc.); personal computer languages within the College; personal computer hardware and operating systems; current office methods and practices and troubleshooting techniques.

#### **Abilities**

Ability to: analyze problems and implement or recommend solutions as appropriate; prioritize tasks and do several tasks simultaneously; train staff; accurately and efficiently install new software as required; write software documentation as needed; listen effectively; display expert and innovative use of hardware and software concepts and principles; quickly learn and adapt to new software applications; quickly learn and be able to provide assistance in new technologies and software as needed to fulfill requirements of the job; apply specialized computer knowledge to instructional delivery systems; analyze system behavior and correctly and quickly interpret and resolve complex computer problems; analyze, implement and maintain advanced network architectures; write reports and memos as needed; use appropriate and correct

English grammar, punctuation and spelling; communicate effectively in both oral and written form, establish and maintain effective working relationships; demonstrate an understanding of, sensitivity to and appreciation for the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

**PHYSICAL EFFORT/WORK ENVIRONMENT**

Primarily an indoor working environment. Moderate physical effort. May require stooping, bending, kneeling, periodic handling of medium weight objects up to 35 pounds, crawling and walking. Requires dexterity to wire computers and peripherals and make minor repairs to computer equipment.