

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

	Replacement (No Changes)	X Replacement with requested changes *	<input type="checkbox"/> New Position (not a replacement)
Department:	Library		
Position Title:	Library Circulation Desk Coordinator		
Last Incumbent or "New":	Roseann Erwin		
Date of vacancy or Date of Board approval of new position:	January 24, 2014		
Salary Range:	17		
Hours per week:	40		
Months per year:	Fulltime, year round		
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.

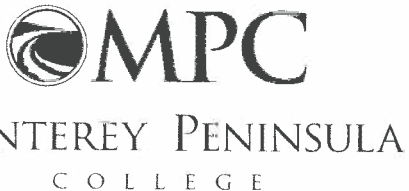
2. Annual Cost of the Proposal (HR will complete).
3. Source of Additional Funds: for New Positions or Replacements with requested increases of hours or work years: NA
4. If requesting changes to the position, provide the justification/rationale, and consequences of not making the change.
5. Explain how this position supports student learning.
This position coordinates all the processes of the circulation desk, including the circulation of all materials and the faculty reserves(which are the materials instructors require students to use for classes). Without access to reserves and all library materials, there would be no student learning.
6. Explain what would happen if the position weren't approved.

Without this position, we would have 7 people who would not have a direct report, someone to manage the circulation schedule, oversee all the responsibilities of circulation and we would not be able to keep the doors of the library open.

7. Bilingual (Spanish)
 I am requesting this position be considered by the Vice President to be designated as Bilingual Required because:
x 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>**

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Classification/Position: _____ Date: _____

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).	JK 1-14-14	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.	CP Jan 23 2014	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	WJ Jan 14 2014	3	VP discusses request with Advisory Group.	
4	President makes final decision. VP presents to College Council for information.	WT 1/23/14	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: Walt A. Tilly

DATE: 1/23/14

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.

Instructional Specialist (Library)

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.

The MPC Library supports the entire student population, provides essential support services for faculty and more broadly serves as a resource for the community. This particular position is our permanent position who coordinates the circulation schedule of 7 staff. Circulation is the point of service which is staffed every single hour the library is open, even when Librarians are not scheduled/on duty.

Essential Duties:

1. Coordinate circulation desk operations:
 - a. Update new circulation software modules
 - b. Develop and maintain all circulation policy and procedures
 - i. Manage wiki of policies and procedures
 - ii.
 - c. Provide general "help desk" directions
 - d. Train staff here and at Marina
 - e. Interacts and resolves any conflicts with all users
 - f. Provides statistical analysis and circulation reports

6. Explain what would happen if the position weren't approved.

This is a critical direct service to students position. Reduced staffing will result in reduced service, with an insufficient level of staff to meet students' needs and additional library closure.

If this position is not filled, the duties will need to be taken up by existing staff members, leaving less time for their work and be in possible violation of the classified contract.

7. Bilingual (Spanish)

I am requesting this position be considered by the Vice President to be designated as Bilingual Required because:

X No, this position should not be bilingual required

Job Description/Title: Library Circulation Desk Coordinator
Approved, Bargaining Unit President: Reclassification Committee
Approved, MPC Associate Dean, Human Resources:
Board Approved: 6/27/2013

MONTEREY PENINSULA COLLEGE

LIBRARY CIRCULATION DESK COORDINATOR

JOB SUMMARY

Under general direction, perform a variety of complex duties associated with library operations. Receive supervision within a broad framework of standard policies and procedures. Coordinate and supervise circulation desk activities and serve as lead worker and primary source of information; modify policies and procedures as warranted; perform duties associated with receiving and processing library reserve materials; perform circulation desk activities. Resolve problems with regard to interpretation and application of policies, rules and regulations regarding access to collection and use of library materials.

EXAMPLES OF FUNCTIONS

Essential Functions

Plan, oversee, monitor and coordinate circulation desk operations, direct circulation desk activities within established guidelines; ensure adequate coverage; provide and ensure quality customer service.

Analyze impact of changing circumstances, including technology, on circulation procedures; create, modify and/or update circulation desk policy and services as warranted; develop training and train staff accordingly; inform faculty and staff of circulation policy and changes; maintain current procedures manuals and training documentation.

Train staff at all sites and function as lead worker for circulation desk; schedule staff coverage and breaks; prioritize tasks and monitor to ensure completion; resolve conflicts; refer unresolved complaints to higher level staff.

Interact and communicate diplomatically with all library patrons (public, faculty, staff and students); mediate difficult situations with tact and diplomacy; contact/refer situations to other authorities as necessary.

Interpret policies, rules, and regulations regarding access to collection and use of materials; inform library staff of policy problems; determine library privileges by verifying individual user status.

Design, download and coordinate upload of data reports as needed; coordinate with others as necessary.

Resolve problems/answer questions/explain, clarify existing policies concerning late fees/bills for lost materials; make final determination on fines, coordinate blocking/unblocking of student records with registrar for fines/fees; process overdue notices/monthly fines/fees; collect fines/fees.

Assist in resolution of library system software by researching problems and recommending solutions; consult and discuss with technology team and other libraries to expedite problem solving.

Determine library privileges; resolve issues regarding library privileges such as forgiving fines, settling disputes and determining residency; edit library patron records as needed; issue library cards.

Receive, catalog/process all incoming reserve library materials from faculty members/staff; update various collections/database lists to maintain up-to-date collections and records, coordinating with faculty and others as appropriate. Serve as communication liaison to faculty regarding reserve policies, materials and resolution of issues.

Check library materials in/out.

Open and close the library, following standard procedures and protocol.

Train, monitor and supervise student workers on circulation desk duties.

Help patrons with questions/directions; serve as source of library policies; promote circulation services campus-wide through social media and print avenues.

Produce letters, memos, and reports as necessary.

Assist library users in locating and using materials and machines to obtain appropriate information, perform circulation desk activities.

Respond/provide assistance to inquiries from students, special patrons, faculty/staff regarding the reserve and general collections; answer reference queries and assist students with research, including interlibrary loan requests, within scope of authority.

Maintain currency with new library technologies such as on-line search engines and college library software programs

Obtain book replacement costs using electronic sources such as the Books in Print Plus database; bill patrons for lost materials.

Maintain academic related information which may include, but is not limited to: grant and workshop information, scholarships, contracts, facility plans, accreditation reports and other material, as required, in up-to-date status.

Develop forms, filing systems/other procedures for materials processing/retrieval.

Maintain statistics; produce documents/reports for state agencies and others using appropriate spreadsheet/database/word processing software as needed.

Maintain knowledge of and serve as back-up to the interlibrary loan process.

Schedule rooms through Office Tracker system.

Other Duties

Assists with troubleshooting/servicing the library copiers, copy card dispenser, receipt printers, bindery equipment and other media equipment which may include keeping paper stocked in printers, installing new ink cartridges, etc.

Maintain a clean and orderly library environment.

Perform other duties related to the business of the department as assigned by head of department/program.

Participate on committees as required.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, experience and training which would indicate possession of the required knowledge, skills and abilities listed herein. For example, college level courses in library science, two years of experience in library work

using current library technologies/library software programs and two years of experience in front-line customer service or a related field.

Knowledge

Knowledge of: basic library principles, materials and procedures; current library technologies/library database search software programs; current office methods and practices; principles and methods of ordering books, supplies and equipment; library filing and indexing; circulation and reference sources, Library of Congress classification system; a variety of word processing, spreadsheet and/or database programs as needed to fulfill the requirements of the job.

Abilities

Ability to: perform general library duties including library operations, efficiently use an online library system and Library of Congress classification system; learn and efficiently use current/new library technologies/library software programs as required to fulfill the duties of the job; interact effectively with the public/students/staff/faculty, in situations requiring diplomacy, tact, friendliness, poise and firmness; prioritize tasks and do several tasks simultaneously; operate a variety of office machines; use word processing/database/spreadsheet software accurately and efficiently as needed; learn and successfully use new software programs as needed to fulfill the requirements of the job; use good judgment in recognizing the scope of authority as delegated; use appropriate and correct English spelling, grammar and punctuation; perform arithmetical calculations with speed and accuracy; communicate effectively in both oral and written form; establish and maintain effective work relationships with those contacted in the performance of required duties; 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

Moderate physical effort which may include frequent standing, walking, lifting and occasional climbing, crawling or stooping; handling of medium weight tools and materials up to 35 pounds. Indoor work environment.

*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.