SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: LEARNING RESOURCE CENTER SUPERVISOR

BASIC FUNCTION:

Under the direction of an assigned administrator, organize and supervise Learning Resource Center operations and activities including tutorial assistance, media support and computer services; coordinate personnel, resources, communications and information to meet District needs and assure smooth and efficient Center activities; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

This position collaborates closely with the full-time faculty Director-Learning Support Services in the key areas of tutorial services, learning skills workshops, and numerous student learning services and functions within the Learning Resource Center.

Organize and supervise Learning Resource Center operations and activities including tutorial assistance, media support and computer services; assist in establishing related time lines and priorities; coordinate activities to meet student learning needs and enhance educational effectiveness; assure Learning Resource Center activities comply with established rules, policies and procedures.

Provide core student learning support to the Learning Resource Center (LRC) by conducting research on current learning theory and practice across other community college learning centers. Develop and maintain training materials for the LRC computer commons tutor training program, and provide leadership for developing tools for evaluating the quality and effectiveness of tutorial support.

Coordinate personnel, resources, communications and information to meet College District needs and assure smooth and efficient Center activities; lead the development and implementation of related projects, services, goals and objectives; assure proper and timely resolution of related issues and conflicts; coordinate response to emergency situations and student behavior problems; coordinate the various internal services and scheduling in the Center.

Train and evaluate the performance of assigned personnel and student workers; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; develop staff schedules, assign employee duties and review work to assure compliance with established time lines, standards, practices, requirements and procedures.

Support staff and hourly workers to assure staffing is adequate to meet service demands, that job responsibilities, timelines and expectations are clear, and that staff is informed about current events or activities impacting their work day; assure professional behaviors are upheld and professional development is on-going; communicate with staff and workers through direct conversations, e-mail communications, posting of important information, observation of use patterns throughout the department, and daily presence and availability of the department.

Plan, organize and direct the services and schedules of the Learning Resource Center including learning laboratories, tutorial functions and computer usage to meet student needs; direct referral
services to assure appropriate students are receiving Center services and assistance; collaborate with faculty in coordinating instructional support for students to meet educational goals and objectives.

Coordinate Learning Resource Center activities, communications and information between students, administrators, personnel, departments, outside organizations and others; prepare and disseminate promotional and informational materials to facilitate student and staff awareness of Center services; coordinate internet, mail and other advertising campaigns; arrange for classroom speakers.

Serve as a technical resource concerning Learning Resource Center operations and activities; respond to inquiries and provide technical information concerning related services, standards, requirements, policies and procedures; assist staff with the location, selection and checking out of learning support and supplemental instructional materials; research, develop and obtain new learning resources.

Monitor and evaluate Learning Resource Center operations and activities for educational effectiveness and operational efficiency; conduct related surveys; participate in the development of tools for recording frequency and quality of tutorial support; participate in the development and implementation of services, practices, rules, policies and procedures to enhance educational effectiveness and operational efficiency of the Learning Resource Center.

Work with Information Technology to plan and implement technological development within the Learning Resources Center. Create and maintain content of Learning Resources Center webpage. Act as lead in the development of online tutoring, working with IT and the Faculty Resource Center to implement tutoring interface tools as well as tutor training materials and practices.

Assist in assuring adequate resources and personnel to meet Center needs; monitor inventory levels of Center supplies and equipment; order, receive and maintain adequate inventory levels of supplies and equipment; initiate recruitment activities as needed; assure smooth running of Center computer systems and other equipment and arrange for maintenance and repairs as needed.

Develop, promote, implement and conduct staff development workshops and training activities for Learning Resource Center personnel, and other faculty and staff; develop, maintain and assure employee understanding of related training materials; arrange for employee workshops as needed.

Assist in the development and preparation of the annual preliminary budget for the Learning Resource Center; control and authorize expenditures; monitor expenditures to assure compliance with established limitations; reconcile and verify account balances as directed.

Oversee and participate in the preparation and maintenance of various records and reports related to personnel, financial activity, budgets, supplies, equipment, inventory, work orders and assigned duties; process various forms and applications.

Communicate with administrators, personnel and outside organizations to exchange information, coordinate activities and programs and resolve issues or concerns.

Operate a variety of equipment including VCR’s, DVD players, projectors, stereos, scanners, computers and assigned software; drive a vehicle to conduct work.
Coordinate activities to assure the Learning Resource Center is maintained in a safe, clean and orderly condition that supports student learning and workplace satisfaction.

Represent the Learning Resource Center on college-wide committees and workgroups as requested. Attend, conduct and participate in various meetings as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

ABILITY TO:
Organize and supervise Learning Resource Center operations and activities including tutorial assistance, media support and computer services. Coordinate personnel, resources, communications and information to meet College District needs and assure smooth and efficient Center activities. Train and evaluate the performance of assigned personnel. Coordinate activities to meet student learning needs and enhance educational effectiveness. Assure proper and timely resolution of Center issues, conflicts and emergency situations. Prepare and disseminate promotional and informational materials to facilitate student and staff awareness of Center services. Serve as a technical resource concerning Learning Resource Center operations and activities. Interpret, apply and explain rules, regulations, policies and procedures. Develop, implement and conduct staff development and training activities. Order, receive and maintain adequate inventory levels of supplies and equipment. Communicate effectively both orally and in writing. Establish and maintain cooperative and effective working relationships with others. Operate a computer and assigned software. Meet schedules and time lines. Work independently with little direction. Plan and organize work. Oversee and participate in the preparation and maintenance of various records and reports.
EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor’s degree and two years increasingly responsible experience involving the operation of a library, learning center or similar educational facility.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.

WORKING CONDITIONS:

ENVIRONMENT:
Learning resource center environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.
Reaching overhead, above the shoulders and horizontally.