EMPLOYMENT OPPORTUNITY
1070 – LIBRARY & ARCHIVES PARAPROFESSIONAL 1

Opening Date:   October 9, 2006    Closing Date:  October 24, 2006

POSITION
This is a full-time classified position in the library at the Mount Vernon Campus located in Mount Vernon, Washington. The hours are variable and may include evening hours. The Library & Archives Paraprofessional 1 will provide frontline customer service, maintain the periodical collection and process all Interlibrary Loans (ILLs). Responsibilities include receiving, claiming, ordering and processing periodicals, borrowing and lending ILLs, as well as supporting the circulation desk. The Library & Archives Paraprofessional 1 will work directly with student workers in the circulation area assigning tasks to help fulfill area duties. This position is works under the general supervision of the Dean of Library, Learning Resources and Basic Skills.

ESSENTIAL FUNCTIONS
• Order new subscription titles and manage the receipt of the serials collection by subscription renewal due dates. Search and verify the materials ordered either through EBSCO or by dealing directly with the publisher. Claim missing or never-received serial issues by using EBSCO’s online database, emails, letters or phone calls within the designated timeframes. Maintain accurate claiming records for referral and follow-up. When periodicals are lost or damaged, order replacements.
• Discard and withdraw various serials, newspapers, etc. according to a monthly schedule. Organize and complete various relocations of the serials collection, including major shifting projects that involved relocating books, newspapers and periodicals when needed.
• After manually checking in the serials, enter individual item records into the system in order to create individual searchable entries for each new issue. Check for errors within the records and make corrections when necessary. Search for gaps in the collection and make notes of claims that need to be either made or followed-up on. Continually verify that the physical holdings match the system holdings with regards to both printed serials and microforms.
• Arrange, verify receipt and inventory materials such as microfilm, microfiche and newspapers by using a manual check-in system. Verify holdings in order to update bibliographic material when changes are made.
• Initiate and participate in periodical clean-up projects, with the input and assistance of the librarians. Identify trends and issues to consider with regards to the collection and offer input or suggestions to the librarians regarding subscription decisions or policies.
• Send and receive library materials to and from various libraries in order to provide interlibrary loan services. Package, track, mail and update records for the appropriate items. Meet due dates and deadlines as part of this service. Handle requests made via phone, fax, mail or email.
• Log into either OCLC or DOCLINE several times a day to check and update both our borrowing and lending status. Verify the receipt of interlibrary loan materials and update the records for these items on line through OCLC. Create “brief” bibliographic entries for the borrowed items so that the items can be checked out.
• Initiate and answer specific correspondence, whether through letters, faxes, emails or phone calls, regarding problems and inquiries relating to serials, serials claims, serials invoices, interlibrary loans, overdue books, holds, lost materials and/or general information. Compile and prepare quarterly and annual reports; Track
relevant statistics and include them in such reports. Identify useful trends and patterns by analyzing the data in the reports.

- Organize and maintain the back files for all of the interlibrary loan paperwork. Manage and track article requests on an annual copyright log in order to protect this institution from copyright infringement and track the reasons for "unfilled" requests in case the data is needed for analysis to identify relevant trends or issues of concern.

- Perform general searches for materials when necessary and show a patron how to do the same. Decide whether or not the patrons need librarian assistance and refer them to the appropriate person/people who can them. Assist patrons with placing "holds" or "booking" items when needed, so that they can be retrieved and set aside for the particular patrons who request them.

- Explain and enforce various library policies and make exceptions when warranted.

- Assist patrons by checking in and out needed materials, updating or creating new patron records and accessing information such as fines or due dates. Run overdue notices and paging slips when needed.

- Assist library patrons on a daily basis with computers, copiers, and printers, microfilm and fiche machines, and make transparencies when needed.

- Be involved with the maintenance of both the regular stacks and the periodical stacks. Make sure things are shelved correctly, that the sections are clean and well-organized, that missing books are noted and searched for and that in general the space and organization of the stacks' areas is maintained and that various sections do not become over-crowded or cramped. Search the shelves for books that are miss-shelved and/or are in need of repair. Check the status and location of such books and try to help maintain the accuracy of our catalog.

- Create temporary bibliographic records for reserve materials, as well as temporary bibliographic records for interlibrary loan items. Revise records when necessary in order to reflect changes in status or location or to correct errors or inconsistencies. Delete records when they are no longer needed or when the items are discarded from the collection. Update records for new materials that are added to the collection with regards to status and location and enter notes and messages into the records when relevant information needs to be recorded.

- Train new student workers regarding a variety of tasks and duties. Oversee the work of student workers, which involves directing their work and assigning various tasks on a daily basis and following up on the completion of those tasks.

- Verify invoices and track the receipt of both interlibrary loan items and serials. Maintain a filing system of the invoices and purchase orders in order to track the payment and receipt of these items.

- Co-write, edit, revise and/or create and record new policies and procedures for Tech Services, Circulation and Media as needed.

- Contribute information at meetings and join various committees with the goal of problem-solving and working effectively as part of the team.

- Seek out and attend training and development opportunities whenever available, and share documentation and information of what knowledge was acquired with the rest of the staff.

- Run the daily system backups (so that the computer transactions of the previous day's work are preserved), when the library specialist is unable to run the backups due to absence.
**MINIMUM QUALIFICATIONS**
High school graduation or equivalent AND one year of experience repairing books OR working in a library or closely related activity OR equivalent education/experience.

**DESIRED QUALIFICATIONS**
- Library Technician Degree OR 3 years experience working in a library.
- Bilingual, Spanish preferred.
- One year of college.

**CORE COMPETENCIES**

Knowledge and/or understanding of:

- Customer service skills. Anticipate, assess and respond to customer needs in a timely manner;
- Library management systems, library collection and organization;
- Library policies and possess critical thinking skills for assessing when exceptions to policies should be made;
- All duties intrinsic to managing a circulation desk, including reserves, running notices and using the "Bookings" system;
- Basic printer skills, such as changing the toner, maximizing the printer resources, reloading paper trays, trouble-shooting printing problems, fixing paper jams and “purging” the printer when it is not printing;
- Online periodical subscriptions management systems;
- The OCLC on line system for updating interlibrary loan request status and records;
- Basic Word and Excel functions for creating lists, letters, labels, spreadsheets ad documenting statistics and reports.

Ability to:

- Familiarize self with operation of new equipment, learn the functions and limitations and use the new equipment;
- Maintain accurate records and follow-up on claims in a timely manner;
- Organize the flow of information in a document so that facts or ideas build upon one another logically to lead the reader to a specific conclusion;
- Effectively convey ideas and information in writing using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the reader;
- Use visual inspection to pay close attention to details. Recognize and respond to details that are easy to overlook or dismiss as insignificant. Remain acutely aware of critical details and not be bored by prolonged concentration;
- Adapt easily to changing business needs, conditions and work responsibilities. Be flexible enough to “fill in” in other positions when needed.
- Transition easily between tasks, responding quickly and efficiently to work requests. Successfully return to incomplete tasks and continue to work with minimal need to become reoriented to the task. Stay focused on tasks in spite of distractions and interruptions;
- Anticipate changing needs and effectively communicate the need for change;
- Notice subtle changes over time and be able to distinguish which changes are normally expected and which are not normal and may require further investigation or follow-up, identify the most appropriate course of action and establish communication with affected parties;
- Influence others to approach issues positively and see issues as “challenges or opportunities” rather than “problems".
• See opportunities for creative problem solving and generate unique but workable solutions to difficult problems while staying within the parameters of good practice;  
• Improve efficiency and effectiveness. Search out ways to enhance customer satisfaction by improving efficiency and effectiveness of service delivery;  
• Plan and manage time effectively. Identify and handle competing priorities, make effective decisions within short time frames, meet deadlines and take appropriate actions;  
• Take every important task through to conclusion. Accept personal responsibility for the quality and timeliness of work;  
• Demonstrate an ongoing commitment to learning and self-improvement;  
• Keep supervisor and co-workers informed of need-to-know items and share complete and accurate information with others.

1070-LIBRARY & ARCHIVES PARAPROFESSIONAL 1

Working Conditions Analysis

1. **Indicate the daily frequency (%) this position is required to do the following specific types of activities.**

<table>
<thead>
<tr>
<th>Activity</th>
<th>% of Day</th>
<th>Activity</th>
<th>% of Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. sitting</td>
<td>70%</td>
<td>d. bending &amp; twisting</td>
<td>5%</td>
</tr>
<tr>
<td>b. walking</td>
<td>10%</td>
<td>e. squatting &amp; kneeling</td>
<td>5%</td>
</tr>
<tr>
<td>c. standing</td>
<td>10%</td>
<td>f. climbing</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WEIGHT</th>
<th>Lifting % of day</th>
<th>Carrying % of day</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;25 lbs</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>26-50 lbs</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>51-75 lbs</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>76+ lbs</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

2. **List Specific Equipment Used:**

Phone, computer, copier, printer, fax, microfilm and fiche machine
### Working Conditions Analysis

3. Does this position require the incumbent to:

<table>
<thead>
<tr>
<th>Activity</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive cars, trucks, or other motorized equipment?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Work near hazardous equipment or machinery?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Walk on uneven ground?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Walk on slippery surfaces?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Work in exposure to dust or fumes?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Work in extremes of temperature &amp; humidity?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Work in confined spaces?</td>
<td>X</td>
<td></td>
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<tr>
<td>Work at heights?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Work at/above shoulder level for extended periods?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Have finger manipulation ability? (typing/grasping)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Have any special visual ability?</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

4. Answer the following mental acuity questions. Does this position require the incumbent to:

<table>
<thead>
<tr>
<th>Activity</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work in an environment with frequent interruptions and distractions?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Think clearly in emergency situations?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Complete work under inflexible deadlines?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Have the memory capacity to recall details and events?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Distinguish between critical information and background noise/distractions?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Solve problems based on the application of established policies and procedures?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Select, interpret, and apply standard concepts and procedures to solve problems?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Determine proper procedure and policy to follow from among many alternatives?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Exercise independent judgment in gathering/arranging/evaluating diversified data</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Apply a specific body of professional/complex technical knowledge to assignments?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Formulate/apply new approaches to solve complex technical/managerial problems?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Develop plans and programs which require foresight and awareness of contingencies?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Have oral communication skills sufficient enough to allow for clear and unambiguous information transmission?</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
SALARY
Salary is based on Range 31, $2,053.00 per month with periodic increments to $2,588 per month. Retirement, medical and insurance benefits are provided in accordance with state regulations. This position has an alternate work shift and is eligible for overtime.

APPLICATION PROCEDURE
All required application materials must be received in Human Resources Office no later than 4:30 p.m. on October 24, 2006. (Applications postmarked on or after the closing date will not be considered).

To be considered for this position, applicants must meet minimum qualifications and must submit a complete application packet, which includes the following:

• A Skagit Valley College application form;
• A resume including three professional references;
• A supplemental application for this position (included in this Employment Opportunity packet);
• An applicant/recruitment data form (optional).

All documents submitted as part of the application package become the property of the College and will not be returned. Deliver, mail, FAX or e-mail to: Skagit Valley College; Attn: Human Resources; 2405 East College Way; Mount Vernon, WA 98273; Phone: (360) 416-7748; FAX: (360) 416-7878; Jobline: (360) 416-7800; TTY: (360) 416-7718; E-mail: employ@skagit.edu; Website: http://www.skagit.edu

Applications are also available at:
Whidbey Island Campus Administration Office; 1900 SE Pioneer Way, WA 98277.

This is a recruitment notice for all qualified applicants. Any modification to this job announcement will be posted at the Skagit Valley College Human Resources Office, Mount Vernon Campus.

CONDITIONS OF EMPLOYMENT
Skagit Valley College is committed to the health and safety of all members of its campus community. In compliance with Skagit and Island County Health Departments and SVC's immunization procedure, the following is required within sixty (60) calendar days of appointment for persons born on or after January 1, 1957. Proof of MMR vaccinations, OR copy of evidence of measles immunity OR signed waiver for the immunization requirement.

This classification is included in the classified staff non-supervisory bargaining unit, represented by the Washington Public Employees Association, WPEA. Membership in the WPEA within thirty (30) calendar days of appointment at this classification is a requisite for employment at Skagit Valley College under union shop requirements.

If hired, you will be required to provide proof that you are either 1) a U.S. citizen or 2) an immigrant whose status permits you to lawfully work in this country.

Skagit Valley College is an Equal Opportunity/Affirmative Action employer and strongly encourages all qualified applicants including women, persons of color, Vietnam-era/disabled veterans, persons age 40 and over, and individuals with disability to apply. Applicants with disabilities who require assistance with the recruitment process should call Human Resources at (360) 416-7748. A telecommunication device for the hearing impaired is available at (360) 416-7718.
SKAGIT VALLEY COLLEGE
SUPPLEMENTAL APPLICATION
1070-LIBRARY & ARCHIVES PARAPROFESSIONAL 1

This supplemental application is the principal document used in the initial screening process; therefore, you must complete it to be considered for the position.

Your response will provide information beyond that on your resume and the regular college application form.

Instructions:
a. Be concise, but also be specific and thorough in your responses.
   b. Do not refer the reader to consult information in other documents such as resumes or cover letters. Each item is rated separately on its own merits.
      Please respond to all of the items in a separate document.

1. Describe your experience as it relates to the essential functions of this position.

2. Describe your experience working with the Internet, Microsoft Office Pro, and database software.

3. Describe a situation in which you used judgment and critical thinking to resolve a problem or issue.

4. Give an example where multi-tasking was required of you in a professional environment.