

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: LIBRARY MULTIMEDIA SERVICES ASSISTANT

SUMMARY DESCRIPTION

Under general supervision of the Library Support Services Supervisor, oversee and coordinate the evening operations and services of assigned program and service areas including Multimedia Services, telemedia equipment checkout, and telemedia production suites and studio reservations; oversee the self-service copy centers on campus during evening hours of operation; provide technical instruction and assistance to faculty, staff, and students in the use of instructional equipment; and monitor and schedule equipment circulation for the main campus and satellite campuses.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assist in providing coordination and oversight of media equipment circulation; allocate loan equipment; prepare and send reminder notices when equipment is overdue; maintain records; retrieve overdue equipment according to established procedures. **E**
2. Oversee and coordinate evening operations and services for Multimedia Services and telemedia equipment checkout; monitor use of assigned areas; oversee and schedule equipment circulation reservations.
3. Provide access to telemedia editing suites and studio; ensure all equipment is accounted for before and after student's use; maintain area security. **E**
4. Provide assistance and technical instruction to faculty, staff, and students in the safe and proper use of instructional equipment including the use and operation of presentation carts with computer, projector, and Internet access. **E**
5. Assemble faculty requested telemedia equipment for class demonstrations and practical use by students; maintain detailed records of equipment circulation. **E**
6. Ensure safety and security in the assigned areas including to use network security cameras. **E**
7. Oversee campus-wide self-service copy centers during evening hours of operation; assist in the supervision and training of student copier monitors; train college staff in use of self-service copiers; oversee copier helpdesk during evening; troubleshoot equipment breakdowns and report equipment malfunctions to repair technician. **E**
8. Prioritize activities of assigned staff; provide work direction and ensure work is performed correctly and in a timely manner by evening student workers. **E**
9. Maintain and update equipment database and equipment checkout software. **E**
10. Administer and grade digital camera test and lighting test for Telemedia students as needed. **E**
11. Perform media duplication, editing, and recording of programming including video, audio, CD-ROM, DVD, cable and satellite feed requests; ensure time lines are met and all requests are completed in a timely manner. **E**

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Library Multimedia Services Assistant - Continued

12. Ensure compliance with state and federal regulations and mandates in connection with copyright laws applicable to audio-visual, microcomputer, and multimedia programs. **E**
13. Upload and download operating system image from local server and/or removable storage; restore image to laptop computers and presentation carts from server; produce and update current software images for laptop computers and presentation carts; append software image for laptops to ensure critical updates to operating system, anti-virus, and additional software as necessary. **E**
14. Operate and perform minor repairs on a wide variety of instructional equipment including but not limited to computers, projectors, video cameras, video duplicating/projection equipment, LCD panels, videodisc and interactive video equipment, digital cameras and camcorders, DVD, CD-ROM, CD-ROM LAN, CD-ROM duplicator, DVD duplicator, satellite receivers, and related equipment. **E**
15. Assist Library Support Services Supervisor and Library Multimedia Services Technician with activities and long-range planning related to assigned area of responsibility; recommend and implement appropriate changes. **E**
16. Communicate with other College departments and personnel, community agencies and organizations, vendors and the public. **E**
17. Create, prepare, and maintain a variety of records and files as assigned. **E**
18. Conduct tours of assigned areas of the Library as necessary including Multimedia Services and telemedia equipment distribution area. **E**
19. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Basic operations of the Library including Multimedia Services storage, repair, and distribution systems and facilities.

Current media and audio visual hardware and software technology, including interactive multimedia equipment.

Common operating systems.

Operation, use, care, and minor repair techniques related to a variety of audio/visual equipment and materials including computers, software packages, and peripheral equipment.

Basic video, audio, and lighting equipment operation.

Basic knowledge of digital and electronic concepts.

Modern office procedures, methods, and equipment including computers and applicable software.

Principles and procedures of record keeping and report preparation.

English usage, grammar, spelling, punctuation, and vocabulary.

Oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

Telephone techniques and etiquette.

Ability to:

Learn copyright laws and fair use guidelines as applied to the use and duplication of media materials.

Learn health and safety regulations.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Library Multimedia Services Assistant - *Continued*

Coordinate and oversee the evening operations of the Multimedia Services storage, repair, and distribution systems and facilities.

Oversee and coordinate campus-wide self-service copy centers during evening hours.

Schedule and reserve media production suites.

Coordinate equipment circulation for campus and media duplication area.

Train and provide work direction to others.

Understand library media organization and classification system.

Perform technical and clerical duties related to the Multimedia Services and telemedia program areas using independent judgment and personal initiative.

Create and update software image for laptop computers and presentation cart computers to ensure critical updates to operating system, anti-virus, and additional software as required.

Apply basic digital and electronic concepts in resolving equipment repair and system performance problems.

Remain current in and provide technical instruction and support related to educational technology to faculty, staff, and students including the proper operation and use of a variety of computers, software packages, and audio/visual equipment.

Differentiate between hardware and software problems.

Determine compatibility with peripheral equipment and software.

Learn to operate new equipment and adapt to changing technology.

Assemble requested telemedia equipment for class demonstrations; maintain detailed records of equipment circulation.

Operate microcomputers, computer terminals, and related peripherals and software.

Perform media duplication, editing, and recording.

Understand, interpret, and communicate pertinent policies, procedures, rules, and regulations and apply them with good judgment.

Provide assistance to administrators, staff, faculty, students and the general public.

Provide technical instructional and support related to educational technology including proper operation and use of a variety of computers, software, and audio/visual equipment.

Make arithmetic calculations quickly and accurately.

Understand and follow oral and written directions.

Work independently with little direction.

Compile and maintain accurate and complete records and files.

Plan and organize work to meet schedules and time lines.

Ensure safety and security of assigned areas.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school including or supplemented by training in the operation, use, and care of audio/visual equipment and computers; and one year of experience in a library or media center environment.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Library Multimedia Services Assistant - Continued

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a library audio/visual and office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in a library audio/visual and office setting; to stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to climb step stools or ladders to retrieve media and other equipment to lift, carry, push, and/or pull light to moderate amounts of weight; to operate audio/visual equipment and office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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