

JOB TITLE: Student Services Technician - NCC Library-Learning Commons
PAY GRADE: CL 19
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, performs technical duties and provides instructional assistance in support of the Library-Learning Commons at the Nevada County Campus; provides students, District staff, and the public with information, training, and assistance related to the Library-Learning Commons services and programs; assists with daily operations, including organizing and overseeing circulation and reserve services, supervising and providing training to student workers and other short-term, temporary staff, and proctoring tests; and performs general program support and clerical duties.

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. Provides technical, instructional, and administrative support for the Library-Learning Commons; greets, receives, and/or screens visitors, mail, emails, and telephone callers; refers matters to appropriate manager or staff, as needed; serves as a liaison between students, faculty, and District staff; performs data entry; processes and verifies accuracy of forms; creates, verifies, and maintains files, spreadsheets, and databases, including student employment records and those of a confidential nature; researches and solves problems; gathers, compiles, and tabulates statistical data; verifies accuracy and completeness of reports and records; maintains and generates reports and statistical data; maintains schedules, fulfills circulation duties, and correspond with students and District staff; serves as point of contact for room reservations and accommodations.
2. Assists with the daily operations of the Library-Learning Commons in physical and virtual spaces; coordinates daily tasks and projects; provides assistance, support, and mentoring services to student workers and users, including conflict resolution; facilitates, prioritizes, monitors, and schedules tutoring services and activities, including registration, attendance, and orientation; provides information regarding available services, policies, procedures, and in the purpose and use of materials and equipment; develops, maintains, organizes, and provides materials, handouts, instructional resources, and related materials; selects, prepares, and sets up materials and equipment; refers students to District services or resources, as needed.
3. Serves as informational resource by responding to requests, inquiries, and questions from District staff, students, and the public regarding services, programs, and procedures; resolves complaints and refers unresolved complaints to appropriate staff; serves as a liaison with faculty regarding tutor availability and recommendations, types and uses of reserve shelf materials, materials for their assignments, student concerns, and library acquisitions; refers faculty for consultation with Librarians or Learning Center Coordinator, as needed.
4. Provides library circulation services; checks out and in materials and returns materials to shelves; assists patrons with the use of the library, indices, and equipment, including copiers, printers, and computers; familiarizes patrons with Dewey Decimal System and other library classification systems,

- reference and circulating materials, periodicals and visual instructional materials, and the reserve book collection; orients patrons to procedures to secure interlibrary loans.
5. Coordinates with managers to ensure facility is operational, properly staffed, and that hours of operation are observed; ensures that conditions are conducive to, and patrons contribute to a positive learning environment; reports manager problems affecting library operations to appropriate manager.
 6. Maintains library shelves utilizing the Dewey Decimal System; works with Librarians and staff to rearrange or consolidate materials and collections, as needed; maintains check-in and filing of library periodical collection.
 7. Assists with the testing program by establishing and maintaining secure confidential filing systems, distributing course materials, and proctoring tests.
 8. Monitors use of library computers, printers, and equipment; trains patrons and staff to use and assists with the use of computers and software applications; oversees and ensures functionality of workstations, peripherals, and equipment; troubleshoots, makes minor repairs to, and resolves user technical problems with computers, printers, and other peripherals; requests or arranges for assistance, servicing, or repair of department computer equipment from Information Technology Services (ITS) or other resources.
 9. Participates in the development of assigned budget(s); assists with the researching and purchasing of materials, supplies, and equipment; determines future needs; inventories supplies and instructional materials; discusses new products or special needs with vendors and District staff; maintains expenditure records and prepares reports; advocates for the needs of the department; creates prioritized lists of needed equipment for administration; provides input regarding annual budget development.
 10. Contacts patrons regarding overdue material; places and clears holds; assesses, collects, monitors, and deposits fees or fines; credits accounts; records circulation transactions to provide statistical information; creates and maintains databases and spreadsheets of patrons' library account activities, including monitoring library statistics, overdue materials and applicable fines, and generating reports.
 11. Participates in planning, organizing, and coordinating of Library-Learning Commons activities, services, and objectives; assists with developing and implementing procedures and policies.
 12. Conducts workshops, presentations, tours, meetings, and other activities, as needed.
 13. Compiles, summarizes, and tabulates statistical data and information; prepares reports and verifies accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates.
 14. Assists in the development of promotional and informational materials.
 15. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees; assists with recruiting, selecting, and training tutors, volunteers, or other temporary help for the Library-Learning Commons; monitors hours worked.
 16. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of the NCC Library-Learning Commons.
- Principles, techniques, processes, and procedures of libraries, including terminology, customer service, and the Dewey Decimal System.
- Concepts, principles, and techniques of tutoring and instructional support.
- Learning styles, disabilities, and challenges.
- Federal, state, and local laws, codes, and regulations regarding instruction and support of students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Basic inventory, bookkeeping, and purchasing processes and procedures.
- Record keeping principles and practices.
- English language usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Perform general technical and operational duties in support of the Library-Learning Commons, including, but not limited to, providing circulation services; operating and maintaining equipment and computers; maintaining and organizing supply and materials inventory; assisting patrons with use of materials, equipment, and services; proctoring tests and exams; and supporting tutoring activities and services.
- Provide instructional support for students of diverse backgrounds, ages, abilities, learning types, and skill levels.
- Relate positively to students in a teaching and learning environment.
- Recognize student needs and make appropriate referrals for assistance and resources.
- Mentor and guide students.
- Make presentations to groups.
- Speak and work with groups of students and Library patrons.
- Analyze and resolve confidential, difficult, and sensitive situations,
- Coordinate and conduct workshops, special events, presentations, orientations, and tours.
- Research, compile, analyze, and interpret data.
- Prepare administrative and financial records.
- Screen, interview, and assess needs of students and clients.
- Maintain current, accurate, and confidential records and files.
- Properly handle difficult, sensitive, and confidential situations and materials.
- Use sound judgment in recognizing scope of authority.
- Plan and organize work to meet changing priorities and deadlines with frequent interruptions and a high degree of public contact.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification. including those used in the Learning Commons and Learning Management Systems (LMS).
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work.

Experience

- One year of increasingly responsible technical, administrative, programmatic, and/or clerical support experience involving frequent public contact.

License/Certificate - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License.

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 and standard office setting with extensive public contact. Position may be required to work evenings, nights, and weekends. Position may require occasional travel to other locations.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate 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; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

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

Board Approved: July 15, 2025