

MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

Library Assistant

POSITION OVERVIEW

Reporting to the Head Librarian and working under the direction of the Public Services and Technical Services librarians as needed, this position provides support for the library's professional staff as well as customer service for library patrons. The Library Assistant is the primary point of contact for the library's billing and subscription workflows, and is in frequent contact with student and faculty patrons and Academy employees. Tasks are typically accomplished within well-defined parameters, but the ability to prioritize competing responsibilities and accommodate special projects is also required. Outstanding internal and external customer service skills and strong verbal and written communication skills are required, as is the ability to learn and apply basic library procedures, terminology, and principles. Intermediate to advanced computer skills, including the ability to learn to operate library system software and various databases, are essential. This is a 12-month, bargaining unit, hourly position with benefits.

DUTIES

- Process and track requisitions, orders, invoices and renewals and maintain accurate records of library acquisitions, subscriptions and standing orders
- File and maintain accurate records of library acquisitions, subscriptions and standing orders
- Process, label, repair, and organize library materials and complete basic copy cataloging tasks
- Assist with circulation, including patron billing, interlibrary loan, and course reserve processing
- Perform scheduled and as-needed shifts at the service desk, including limited reference services
- Retrieve and shelve library items as needed
- Create donor acknowledgement letters and assist with evaluating and processing gift items
- Open and route all incoming mail
- Handle basic phone and email inquiries and refer calls and emails to other staff as needed
- Maintain continuing resources, including nautical charts and government documents
- Maintain and provide regular, accurate statistics and reports on areas of responsibility
- May work with or provide limited training for student workers

- May open and close library facilities as needed
- May perform basic troubleshooting of library equipment and report technical issues as needed
- May communicate and ensure patron compliance with library policies as needed
- May assist the library director
- Assist with planning, promotion and preparation for library events
- Participate in ongoing staff meetings, training sessions, and professional development activities
- Perform other duties as required

SKILLS

- Excellent customer service skills
- Strong organizational skills
- Ability to communicate professionally and effectively in both written and verbal form
- Ability to effectively prioritize multiple competing projects
- Intermediate to advanced knowledge of office practices and procedures, including appropriate phone and email etiquette
- Intermediate to advanced computer skills, including familiarity with Microsoft Office and Google Drive, with the ability to learn specialized software and basic electronic research skills as needed
- Ability to apply judgement and maintain confidentiality
- Ability to maintain a positive, professional and approachable demeanor with library patrons, Academy staff, and external contacts
- High level of accuracy and attention to detail
- Effective typing/keyboarding skills

REQUIREMENTS

- High school degree or equivalent required; Bachelor's degree preferred
- At least two years' recent experience in an office environment or customer-service setting required
- Experience in a higher education setting preferred
- Experience working or volunteering in a library setting strongly preferred
- Proficiency with MS Office suite or similar software required
- Customer service experience, flexibility, and strong interpersonal skills required

PHYSICAL/ENVIRONMENTAL FACTORS

- Contacts include faculty, staff, students, parents, public patrons, vendors, and various external and internal constituencies
- Sustained use of keyboard and computer screen
- Occasionally lift and move up to 30-50 pounds
- Occasional evening or weekend hours may be required, weekly schedule as assigned

Maine Maritime Academy Position Factor Evaluation

Job Title: Library Assistant Job Code: _____
 Wage Grade: 10 Total Points: 298

	<u>Factor</u>	<u>Degree</u>	<u>Points</u>
1	Knowledge and Skill	4	144
2	Effort		
	I. Mental and Visual Effort	3	24
	II. Physical Effort	3	30
3	Responsibility for Cost Control	3	24
4	Responsibility for Others		
	I. Injury to Others	1	8
	II. Supervisory Responsibility	1	8
	III. Sensitive Information and Records	1	8
5	Working Conditions	2	20
6	Responsibility for External and Internal Relations	4	32

Date of last reclassification 04/2018