

# MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

## Library Technician

### POSITION OVERVIEW

Under the direction of the Head Librarian, the Library Technician provides support for all aspects of the Maine Maritime Academy Nutting Memorial Library operations. Working closely with and in support of the library's professional staff, this position will also take instruction from the professional librarians. Tasks are normally accomplished within well-defined parameters, but include special projects as needed. Fastidious attention to detail, strong verbal and written communication skills, and excellent external and internal customer service skills are required, as is the ability to learn and apply library procedures, terminology, and principles. This is a 12-month, bargaining unit, hourly staff position with benefits.

### DUTIES

#### Administrative Support:

- Processes, researches, and maintains accurate records of purchases and renewals.
- Creates purchase requisitions for materials, subscriptions, and supplies.
- Communicates regularly with faculty, staff, and vendors regarding order status.
- Performs data entry and creates written correspondence.
- Opens and distributes incoming mail; routes phone and email inquiries to staff.
- Maintains inventory of office supplies and orders supplies as needed.
- Assists as needed with displays, outreach efforts, and special events.
- Participates in ongoing training and professional development.
- Collects data relevant to areas of responsibility; assists in creating annual reports.
- May assist in maintenance of library technology (VR system, video studio, etc.).
- May assist the library director.
- Performs other duties as required.

#### Access and Collection Services:

- Uses integrated library system to create, maintain, and analyze catalog records.
- Maintains accurate records of subscriptions and standing orders for all resources.
- Assists with analysis of library holdings and updates and maintains catalog records.
- Processes, labels, and readies library materials for the shelf.
- Handles basic copy cataloging tasks.
- Performs scheduled and as-needed shifts at the service desk, providing circulation assistance, limited reference services, and basic technical support.
- Requests, retrieves, and processes incoming and outgoing interlibrary loan items and ensures prompt and appropriate handling of ILL deliveries.
- Creates and tracks status of patron bills for overdue or unreturned items.
- Maintains confidentiality with regard to patron data.
- Assists with deselection projects.
- May work with or provide limited training for student workers.

#### Research and Instruction Services:

- Procures, labels, adds, and removes Course Reserve items each semester.
- Trains on and assists with evaluating, testing, and coordinating vendor and/or technical support for electronic resources.

- May assist with maintenance of library website and/or research guides.

*This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.*

## **SKILLS**

- Outstanding internal and external customer service skills.
- Ability to prioritize, handle multiple competing projects, and manage work time effectively.
- Clear and effective oral and written communication skills, including appropriate phone and email etiquette.
- Understanding of common office practices and procedures.
- Strong computer skills, including familiarity with Microsoft Office and Google Drive and the ability to learn specialized software and electronic research skills and troubleshoot basic patron problems.
- Ability to maintain confidentiality of work-related information and materials.
- Ability to represent the library at all times with a professional and approachable demeanor, interact with all levels of staff, and work closely and congenially with departments across campus.
- Extremely high level of accuracy, organization, and attention to detail.
- Effective typing/keyboarding skills.
- Ability to adapt effectively to ongoing changes to departmental priorities, technology, and workflows.
- Ability to work well as a part of a team and to work independently when needed.

## **REQUIRED QUALIFICATIONS**

- High school degree or equivalent technical school required. Demonstrated interest in higher education preferred.
- Minimum of three to five years' recent experience in an office environment or customer service setting.
- Demonstrated proficiency with Microsoft Office software.
- Advanced computer skills and a preferred minimum typing speed of 50 wpm.
- Proven customer service skills.
- Experience working or volunteering in a library preferred.

## **SPECIAL CONDITIONS**

- Criminal Background check is required.

## **PHYSICAL/ENVIRONMENTAL FACTORS**

- Contacts include students, parents, alumni, public patrons, statewide library staff, consortium support staff, resource vendors, and various other external and internal constituencies.
- Frequent use of keyboard and computer screen.
- Occasionally lift and move up to 30-50 pounds.
- Typical work hours are 7:15 a.m. – 3:45 p.m. or 8 a.m. - 4:30 p.m. Monday through Friday, with very occasional evening or weekend hours required.
- Tobacco-Free Campus and Buildings.

Maine Maritime Academy Position Factor Evaluation

Job Title: Library Technician Job Code: 10700  
 Wage Grade: 14 Total Points: 366

	<u>Factor</u>	<u>Degree</u>	<u>Points</u>
1	Knowledge and Skill	5	180
2	Effort		
	I. Mental and Visual Effort	4	32
	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	2	16
	III. Sensitive Information and Records	2	16
5	Working Conditions	2	20
6	Responsibility for External and Internal Relations	5	40

Date of last reclassification 02/2019