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Job Order 602293  
April 29, 2021

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| **Department:** Library Services | **Reports To:** Manager, Research & Library Services |
| **FLSA Status:** Non-Exempt | **Amount of Travel Required:** No travel required |
| **Union Code:** ESS | **Positions Supervised:** None |
| **Salary Grade:** B  **Position #:** 06100143 |  |

**LOCATION:** Green Bay Campus

**STANDARD HOURS:** 37.5 hours per week. Monday - Friday 7:30 a.m. – 3:30 p.m.; Flexibility to work other hours as needed.

**MINIMUM STARTING RATE OF PAY\*:** $18.24/hour

***\*Current benefit eligible employees will be placed within the pay range based on their current rate/range.***

**Required *online* application available on website:** [**www.nwtc.edu/jobs**](https://www.nwtc.edu/About-NWTC/Departments/Human-Resources/Job-Opportunities)

***The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.*** We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design, and deliver solutions. We value the ability to serve students from a broad range of cultural heritages, socioeconomic backgrounds, genders, abilities, and orientations. Therefore, we seek applicants who demonstrate they understand the benefits of diversity in a higher education community. Consideration will be given to equity-minded individuals committed to collaborating with faculty, staff, administration, students, and community partners who are also committed to closing equity gaps.

**POSITION SUMMARY**

Answer reference and library-related questions and instruct in the use of library resources. Provide computer support and instruction to internal/external patrons online, via phone, and within the library. Circulate/reshelf materials and equipment, complete loan requests, maintain physical collections, send notices to patrons, and market the library through social media.

**ESSENTIAL FUNCTIONS**

**Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

**Essential Functions Statement(s)**

* Maintain the Library circulation desk to include circulating, discharging, and shelving materials and equipment, updating patron information, and providing other library services. Open or close library at designated times.
* Assist students, staff and community members with just-in-time help on computers, printers, software packages, audio-visual equipment, and internet applications through chat, text, phone, email and in the library. Determine equipment malfunctions and perform minor repairs or arrange repair with other College technicians.
* Instruct students, staff, and community members on the use of library services and resources, such as the online catalogs, electronic books, online videos, e-journals, article databases, and interlibrary loan services. Provide reference and research assistance through chat, text, phone, email and in the library. Perform library orientation sessions as needed.
* Run daily processes to email and mail courtesy/overdue/billing notices to patrons. Send annual department loan verification and record statistics for interlibrary loans and gate usage. Collect print account payments and library fines, update patron accounts, and coordinate with Student Finance on fee waivers.
* Process interlibrary loans for patrons, keep records of loan transactions, communicate with other libraries and waiting patrons, and answer renewal questions.
* Market the library to students, employees, and the community through regular posts to college social media accounts. Create and update instructional aides and signs to assist patrons.
* Catalog new journal issues and perform bibliographic and item catalog changes. Route materials to employees. Contact publishers for missing issues and perform annual record updates. Process print and non-print library materials to prepare them for inclusion in library collections.
* Maintain order of physical resources and inventory the library collection using spreadsheets or mobile devices. Discard older materials per the library’s weeding policy.
* Recommend library material and supply purchases. Communicate new material requests from faculty and students.
* Communicate with technology staff and security to provide customer service and halt disruptive behavior.

**POSITION QUALIFICATIONS**

**Competency Statement(s)**

* Values - Demonstrate behaviors and action that support the College’s values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
* Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
* Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
* Accuracy - Ability to perform work accurately and thoroughly.
* Organized - Possessing the trait of being organized or following a systematic method of performing a task.
* Reliability - The trait of being dependable and trustworthy.
* Communication, Oral - Ability to communicate effectively with others using the spoken word.
* Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
* Friendly - Ability to exhibit a cheerful demeanor toward others.
* Active Listening – Ability to actively attend to, convey, and understand the comments and questions of others.
* Interpersonal – Ability to get along well with a variety of personalities and individuals.

**SKILLS & ABILITIES**

**Education:** Associate’s Degree in library science, computer technician, teaching or related degree.  
**Experience:** Minimum two years related library work experience preferred. Customer service or teaching experience preferred.

\*\*An equivalent combination of education and work experience may be considered.

**Computer Skills**

Integrated Library System (ILS) circulation tasks (Sierra preferred), Interlibrary loan software (WISCAT preferred), advanced web searching skills, database researching skills, Chat Reference Software, MS Office Suite – Office 365 (intermediate to advanced skills), and online course systems (Blackboard preferred).

**Other Requirements**

Call numbers (preferably Library of Congress classification). Ability to teach others how to use library and college technology.

**PHYSICAL DEMANDS**

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| **Physical Demands** | **Lift/Carry** |
| |  |  | | --- | --- | | Stand | O (Occasionally) | | Walk | O (Occasionally) | | Sit | C (Constantly) | | Handling / Fingering | C (Constantly) | | Reach Outward | F (Frequently) | | Reach Above Shoulder | O (Occasionally) | | Climb | N (Not Applicable) | | Crawl | N (Not Applicable) | | Squat or Kneel | O (Occasionally) | | Bend | O (Occasionally) | | |  |  | | --- | --- | | 10 lbs or less | F (Frequently) | | 11-20 lbs | O (Occasionally) | | 21-50 lbs | N (Not Applicable) | | 51-100 lbs | N (Not Applicable) | | Over 100 lbs | N (Not Applicable) | |
| **Push/Pull** |
| |  |  | | --- | --- | | 12 lbs or less | F (Frequently) | | 13-25 lbs | O (Occasionally) | | 26-40 lbs | O (Occasionally) | | 41-100 lbs | N (Not Applicable) | |

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| **N (Not Applicable)** | Activity is not applicable to this occupation. |
| **O (Occasionally)** | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day) |
| **F (Frequently)** | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |
| **C (Constantly)** | Occupation requires this activity more than 66% of the time (5.5+ hrs/day) |

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Northeast Wisconsin Technical College does not offer H-1B or other work authorization visa sponsorship for this position. Candidates must be legally authorized to work in the United States at the time of hire and maintain work authorization throughout the employment term. If you have questions regarding this, please contact Human Resources.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes. Inquiries regarding the College’s nondiscrimination policies may be directed to the Chief Officer for Diversity, Equity, and Inclusion at (920) 498-6826 or [equity@nwtc.edu](mailto:equity@nwtc.edu).