

# MURPHY RITENOUR

## LIBRARY TECHNICIAN

### CONTACT

*Left blank for privacy. Please contact the email address below for additional information.*

**crite001@odu.edu**

### EDUCATION

**LEADERSHIP • MAY 2026**  
CHILDREN'S RIGHTS MINOR  
PROFESSIONAL LEADERSHIP  
CERTIFICATE

Old Dominion University  
5115 Hampton Boulevard Norfolk,  
VA 23529

*Graduated Summa Cum Laude*

### KEY SKILLS

Interpersonal skills  
Willingness to learn  
Collection development  
Customer service  
Reference interviews  
Proficiency with ILS software, Office  
365, Google Workspace, Canva,  
Hootsuite, HTML & CSS

### INTERESTS

Literature  
Illustration  
Web design  
Behavioral science  
Prehistoric wildlife  
Marine biology  
Volunteerism

Versatile lifelong learner who is driven to enrich the lives of those I serve. I approach teamwork with enthusiasm and eye for others' strengths. I notice how details contribute to the larger picture, exercise sound judgement, and remain efficient and organized. I hold myself to a high standard and seek out professional development.

### EXPERIENCE

**LIBRARY TECHNICIAN • JAN 2024-PRESENT**

Newport News Public Library: Collection Services, 14302 Old Courthouse Way, Suite C, Newport News, VA, 23602

Evaluates and processes shipments for cataloging. Performs copy cataloging and patron services through Koha. Curates all custom lists appearing on Aspen and Overdrive. Responds to all patron questions sent through Outlook and MessageBee. Serves on the Emergency Planning Committee and regularly assists the Outreach department.

**INFORMATION SERVICES SPECIALIST • DEC 2022-JAN 2024**

Newport News Public Library: Virgil I. Grissom Library, 366 Deshazor Dr, Newport News, VA 23608

Revitalized Grissom's scientific non-fiction through CREW guidelines and recommending replacement titles. Created Overdrive carts for Notify Me titles and health science additions. Educated patrons through technology assistance appointments. Maintained the Reader's Advisory inbox and attended RUSA's Reference 101 course. Created staff guides and promotional materials for eServices.

**LIBRARY TECHNICIAN • AUG 2021-DEC 2022**

Newport News Public Library: Virgil I. Grissom Library

Provided exemplary customer service for patrons, including account management, technology training, introduction to library services and organization. Researched for reference interviews conducted in-person and over the phone. Answered correspondence letters from incarcerated information-seekers. Assisted in writing an updated manual for incoming and existing Library Assistants.