



**Position: Support Services Clerk (Technical Services), Permanent Part-Time Reports
To: Support Services Supervisor**

Primary Duties & Responsibilities:

1. Performs all duties assigned in the ILS Module accurately and efficiently; problem solves guest and catalog issues.
2. Performs workroom duties and other tasks as assigned, including sorting and loading carts for shelving; shelving of materials; shelf reading; processing holds, returns, and other materials from delivery; troubleshooting and maintenance operations of the AST System; answering main phone, directing calls, and making public address announcements as needed; and registering cash, check, and credit card transactions.
3. Adapts and responds to multiple priorities, interruptions, and demands; retains knowledge and stays up-to-date on current Library policies and procedures; communicates effectively with guests, co-workers, and professional colleagues.
4. Assists with opening and closing procedures for the Support Services Department.
5. Assists with the overall maintenance and orderliness of the Library's collections, display areas, and department areas.

Other Duties & Responsibilities:

1. Assists in accomplishing the Library's and the Support Service Department's goals.
2. Seeks professional continuing education, both organized and casual, with an air toward keeping services current and appropriate for the guests.
3. Enforces library policies relevant to public use; responds to emergencies and provides support, as needed; acts quickly, exercising good judgment.
4. Works positively and collaboratively across departments to accomplish department goals.
5. Performs other duties as assigned.

Technical Services:

1. Assists, as assigned, to perform Technical Services duties. Performs acquisitions duties, cataloging, MARC record maintenance, materials processing and maintenance, and processing of ILL and MeLCat materials.

Job Requirements:

1. High school diploma or equivalent required; Bachelor's Degree preferred.
2. Knowledge of alphabetical, numerical, and decimal systems of arrangement.
3. Proficient in MS Office, Internet browsers, and other computer related technology.
4. Enthusiastic, positive, friendly, self-motivated, creative and approachable.
5. Dedicated to providing positive customer service.
6. Dedicated to public service.
7. Strong obligation to confidentiality.
8. Strong organizational skills and attention to detail.
9. Excellent verbal, written, and interpersonal communications skills.
10. Values diversity in the workplace and in the community.
11. Ability to speak multiple languages helpful.

12. May require a valid Michigan driver's license based on assignment.

Working Environment:

1. Physical mobility, vision, hearing, and manual dexterity essential.
2. Maintain physical condition necessary for sitting, standing, bending, and/or walking for extended periods of time; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; push or pull with wheeled cart up to 500 pounds; operating assigned equipment; picking up litter; spreading ice melt.
3. Evening, weekend, and some holiday hours are required.

Hours: 19 hours per week

- Monday, 8:30 a.m. – 1:30 p.m.
- Tuesday, 8:30 a.m. – 1:30 p.m.
- Thursday, 8:30 a.m. – 1:30 p.m.
- Friday, 9:30 a.m. – 1:30 p.m.

Salary: \$11.56 - \$14.45 per hour

Benefits: None

Application:

- Only complete application packets (which include a current **Novi Public Library application, resume, and cover letter**) will be considered. Incomplete application packets will not be reviewed.
- NPL applications available at <https://novilibrary.applicantpro.com/jobs/>
- Employment offer dependent on results of a physical, background check, and in-person job skills testing.
- Send to:

Nicole Williams, HR Specialist
Novi Public Library 45255 W.
Ten Mile Rd. Novi, MI 48375
nwilliams@novilibrary.org

Deadline: Open Until Filled