



**Join the Novi Public Library and support our mission to Inform. Inspire. Include.**

**JOB TITLE:** Technology Assistant – Information Services (Part-time)

**GRADE:** 3

**REPORTS TO:** Head of Information Services

**PRIMARY DUTIES & RESPONSIBILITIES:**

1. Assists patrons with using library technology, including troubleshooting related to logging in, emailing, using browsers, operating system, wireless access, etc.
2. Trains and assists patrons with online catalog, day-to-day computer questions and learning new technology.
3. Monitors the library's print management system, helping patrons sign-in, print, and the application of monies.
4. Provides limited reader's assistance to patrons (checking for book availability, placing holds and locating materials on shelves).
5. Works positively and collaboratively across departments to accomplish department goals.

**OTHER DUTIES & RESPONSIBILITIES:**

1. Ability to adapt and respond to multiple priorities, interruptions and demands, and resolve problem situations in a positive manner.
2. Seek professional continuing education, both organized and casual, with an air toward keeping services current and appropriate.
3. Communicate effectively with patrons, co-workers, and professional colleagues.
4. Perform other duties as assigned.

**JOB QUALIFICATIONS:**

1. Bachelor's Degree preferred.
2. Knowledge of Internet and computer related technology.
3. Minimum of 6 months' work experience in a public library.
4. Knowledge of business resources both print and electronic.
5. Dedication to providing positive customer service.
6. Enthusiastic, friendly, self-motivated and creative.
7. Strong organizational skills and attention to detail.
8. Knowledge of Internet and computer related technology.
9. Excellent oral and written communications skills.

**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.

Evening and weekend hours are required.

**Salary:** \$12.72 per hour (non-exempt)

**Benefits:** No benefits

*This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.*

**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.applicantp...>
- 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](mailto:nwilliams@novilibrary.org)

**Deadline:** Open Until Filled