



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

**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.

**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. Possession of valid Michigan driver's license.

**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:** 23 hours per week

- Monday, 9 a.m. – 3 p.m.
- Wednesday, 9 a.m. – 3 p.m.
- Thursday, 11 a.m. – 5 p.m.
- Friday, 9:30 a.m. – 2:30 p.m.

**Salary:** \$11.56 per hour

**Benefits:** Time benefits (vacation, personal business, and sick) based on a part-time employee formula.

**Application:**

- Resume, cover letter, and application required.
- Available at <https://novilibrary.org/About-Us/Employment-Volunteering.aspx>
- Send to: Marcia Dominick, Administrative Assistant  
Novi Public Library  
45255 W. Ten Mile Rd.  
Novi, MI 48375
- E-mail: [mdominick@novilibrary.org](mailto:mdominick@novilibrary.org)

**Deadline:** Wednesday, October 23, 2019, 5 p.m.