



EMPLOYMENT OPPORTUNITY

The Bloomfield Township Public Library is seeking a professional and resourceful Clerical Assistant to provide support to patrons at the Computer Help Desk. Bloomfield Township Public Library is a Class 5 Library, with a service population of 41,070 people. There is strong community support for the Library and its collections, services and programs offered. Technology is integrated into Library services. The successful candidate will have a strong commitment to provide quality service to the staff and the public and the desire to work in a collaborative, team environment.

POSITION TITLE: **Systems Clerical Assistant**

DEPARTMENT: **Systems, reporting to Systems Department Head**

HOURS:

Part-time, 15 hours weekly. Includes evenings and weekends; Sundays paid at time and one-half in addition to the 15-hour schedule.

WAGE & BENEFITS:

\$14.98 to \$19.79 per hour, per hour with increase possible upon successful completion of three month orientation.

RESPONSIBILITIES:

DIRECT PUBLIC SERVICE:

- Provides positive, pleasant professional patron support at the public service Computer Help desk, in the Computer Center, and Computer Lab
- Monitors the proper use of study rooms
- Demonstrates and provides one-on-one instruction to Library visitors in the use of copiers and computers in Computer Center
- Directs Library visitors to appropriate public service desks

INDIRECT PUBLIC SERVICE:

- Follows Computer Center opening and closing procedures
- Maintains and troubleshoots computer and copier equipment in the Computer Center and Library
- Maintains inventory of computer and copier supplies
- Assists in the development and implementation of Library policies and procedures.

DUTIES MAY INCLUDE:

- explain Internet Access and Library Conduct policy to library patrons
- explain differences between using MAC and PC in Computer Center
- answer and solve questions or problems from public on general hardware and software
- set up PCs, MACs, and other equipment
- clean public PC and MAC monitors and keyboards and mice
- assist patrons with public computers and equipment
- instruct Library visitor in how to enlarge or reduce documents using copier
- inventory copier supplies
- fill copier trays with paper

- clear jams in copier
- draft “quick start” guides for specific pieces of equipment
- complete filing, word processing, and other clerical tasks to complete projects or assist Systems’ Department staff
- set up equipment for class in Computer Lab
- draft usage report of computer Lab, computer center, and study rooms
- complete closing procedures, including replenishing and tidying printers and copiers
- monitor study room use
- maintain technology-related usage statistics
- report repeat problems from equipment or software to Systems staff
- assist with Systems’ projects as directed
- complete Systems work orders as delegated
- direct question on Library’s online databases to Adult Services or Youth Services librarians

REQUIREMENTS:

MINIMUM:

- High school diploma; knowledge of various computer hardware and software, such as Microsoft Office, Internet and Social Media, printing and scanning, etc.
- Able to lift, push, and/or pull at least 50 pounds; able to visually review materials and discern voice and audible tones
- Strong attention to detail
- Dependable and flexible work habits
- Desire to serve the public in a positive manner

DESIRABLE:

- Public library work experience
- Experience supporting public computer users.

APPLICATION, RESUME, COVER LETTER:

Due Monday, January 25. A clerical skills test must be taken in order for your application to be complete. Application is available online at www.btpl.org/employment-volunteer/

TO:

Careers
 Bloomfield Township Public Library
 1099 Lone Pine Road
 Bloomfield Township, MI 48302
 248-642-5800
 Fax: 248-258-2555
 Email: careers@btpl.org

To deliver application materials in person, contact the Library to make an appointment.

*Bloomfield Township Public Library champions the power of words to spark discovery and imagination.
 For more information about the Library, visit our website: www.btpl.org*