

Circulation Specialist

Reports to: Head of Circulation

Hours: 15-20 per week, includes evenings and weekends

Wages: \$17.00 per hour

Benefits: Vacation Time, Personal Time, Sick Time, Paid Holidays, Employee Assistance Program

Classification: Union represented

The Ferndale Area District Library is seeking a creative and enthusiastic Circulation Specialist to join our team. The ideal candidate should have excellent interpersonal skills, a passion for customer service, and be committed to equity and inclusion while serving a diverse community.

Be the first to see all of the new releases in books, movies, and music! Applicants with non-library customer service experience are encouraged to apply.

Job Responsibilities include:

- Checking in/out of library materials
- Processing interlibrary loan materials and deliveries
- Answering patron queries in person and via telephone, including creating and modifying library patron records, addressing patron record issues, and renewing items
- Ability to exercise judgment in the performance of tasks
- Assisting patrons in operating machines such as photocopiers, fax, scanners, and computers
- Aiding patrons in the retrieval of holds
- Assist in the training of other circulation and library staff
- Issuing library cards; responsible for accuracy in library patron records; maintaining strict confidentiality of operations and records as dictated by the MI Library Privacy Act.
- Provides friendly and helpful public service to Library patrons of all ages
- Duties may include cash handling and searching for missing library materials
- Help maintain a clean, safe facility, and a productive, organized work environment
- Other duties of comparable level of difficulty and responsibility as required

Desired Qualities include:

- Enthusiasm and commitment to public service excellence
- Strong attention to detail
- Ability to remain calm in high traffic, fast-paced environment
- Ability to maintain effective interpersonal relationships with library patrons and deal tactfully with the public; ability to speak and write effectively; cooperate effectively with co-workers
- Be self-motivated and able to exercise initiative and independent judgment; possess appropriate computer skills

Preferred Skills include:

- Previous customer service experience (library, hospitality, retail)
- Experience with Google App Suite (Drive, Gmail, Docs, Calendar)
- Experience with retail computer systems, cash registers, office equipment

Education and Experience Requirements:

- High School diploma/GED plus six months of related experience and training which provides the required knowledge, skills & abilities.

Physical demands and working conditions:

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Library environment; extensive public contact.

Mobility: Sufficient mobility to work in a library setting; operate office equipment.

Vision: Vision sufficient to read small print, computer screens, and other printed documents.

How to Apply / Contact

Please submit a resume, cover letter, three professional references and a [completed employment application](#) as a single PDF document to melissa@fadl.org by end of day on Monday, September 1st. Only electronic submissions will be accepted.