

Substitute Circulation Specialist

Reports to: Head of Access Services

Hours: Sunday 12pm-5:15pm, Option to pick up more shifts as available;

Hours Vary

Start Date: Mid to late October

Wages: \$17.00 per hour

Benefits: Accrued paid leave as provided under Michigan's Earned Sick Time Act

The Ferndale Area District Library is seeking a creative and enthusiastic Substitute Circulation Specialist to join our team. This position would work most Sundays 12:00pm-5:15pm with the opportunity to pick up more shifts during the week as they are available. 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. Previous experience with The Library Network and/or CARL preferred.

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)
- Previous library circulation experience
- Experience with Google Workplace (Drive, Gmail, Docs, Calendar)
- Experience with retail computer systems, cash registers, office equipment
- Experience with The Library Network and CARL

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. Must be able to perform frequent lifting and carrying of library materials, pushing and pulling book carts. Frequent stooping, bending, and reaching to shelve books and retrieve items in book returns. Lift up to 25 pounds and push up to 40 pounds.

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

How to Apply / Contact

Please submit a resume, cover letter, and a [completed employment application](#) with three professional references as a single PDF document with the subject line Circulation Substitute to melissa@fadl.org by end of day on Sunday, October 4th. Only electronic submissions will be accepted. Incomplete application packets or those submitted after the closing date/time will not be reviewed.