

## January 3, 2025

The Farmington Community Library is proud to be a welcoming space for everyone. Both FCL locations serve as public spaces for ideas, collaboration, and services that meet the community's needs. The Library actively seeks individuals whose commitment and contributions will advance our mission to engage our diverse community through resources and experiences that celebrate ideas, inspire creativity, and enrich lives. We seek applicants from all backgrounds to ensure we get the best, most creative talent on our team and reflect the community we serve.

**Position:** Patron Services Assistant – Patron Services (Part-time, Non-exempt)

**Hours:** Minimum of 24 hours per week, including days, nights, and weekends on a flexible basis

**Location:** FCL Farmington Hills

### Responsibilities:

- Provides customer service to patrons and improves their experience through positive interactions
- Processes library card applications, creates and updates accounts, and answers account-related questions
- Explains and interprets FCL's circulation policies to patrons
- Checks in and out materials utilizing automated circulation and materials handling systems
- Answers telephone calls, provides basic information, and routes calls and questions to the appropriate staff members
- Monitors and answers Patron Services Department e-mails and chats
- Assists patrons with self-service technology, including the FCLReads mobile app, 24-Hour Lockers, self-checkout stations, printing, scanning, and faxing
- Provides directional and other assistance as appropriate
- Collects damaged/lost material fines, copier, and other revenue accurately in cash register; reconciles daily bank deposits
- Facilitates curbside hold pick up by answering phone calls and chats for car-side delivery
- Often acts as Shift Supervisor to Library Shelves and Aides, responsible for the workflow of the Patron Services Department
- Other tasks as assigned

### Minimum Qualifications:

- High school diploma or equivalent
- One year of customer service experience
- Positive attitude and enthusiastic approach to public service
- Proficient in the use of computers

- Ability to apply critical thinking, good judgement, and flexibility to provide access and excellent service to the community
- Ability to promote and maintain productive and professional relationships with the public and staff
- Ability to follow procedures and resolve minor problems independently
- Ability to follow organizational priorities and set own daily/weekly priorities
- Ability to explain complex instructions/facts to coworkers or patrons and resolve minor conflicts; asks for help from supervisor for major conflicts
- Ability to maintain confidentiality of private information in accordance with the Library Privacy Act

**Preferred Qualifications:**

- Previous library employment experience
- Familiarity with daily banking, including preparing deposits and reconciling register reports
- Effective oral and written communication skills

**Physical Activity Requirements:**

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree.

**Salary:** \$16.92 per hour

**Benefits:** Vacation and sick time, holidays, life insurance, MERS retirement savings programs, employee assistance program, and more

**Application:** Application, resume, and cover letter due by **Tuesday, January 21, 2025, at 5:00 PM**

To: Farmington Community Library  
Attn: Crystal Peterson – Executive Assistant  
32737 W. Twelve Mile Road  
Farmington Hills, Michigan 48334  
Electronically to: [Crystal.Peterson@farmlib.org](mailto:Crystal.Peterson@farmlib.org)