

March 03, 2026

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–Maximum 28 hours per week, including days, nights, and weekends on a flexible basis

Location: FCL Farmington Hills

Responsibilities:

- Processes library card applications, creates and updates accounts, and answers account-related questions
- 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; Provides directional and other assistance as appropriate
- Assists patrons with self-service technology, including the FCLReads mobile app, hold pickup lockers, self-checkout stations, printing, scanning, and faxing
- Collects damaged/lost material fines, copier, and other revenue accurately in cash register; reconciles daily bank deposits
- Inspects physical condition of returned materials, assesses fees or consults necessary staff. Light mending performed
- Processes Interlibrary Loan and Mel-Cat materials
- 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 Required Qualifications:

- High School Diploma or equivalent.
- A positive and enthusiastic approach to public library service.
- Excellent customer service skills, including over the phone, online, and in-person.
- Proficient in the use of technology, including Microsoft Office Suite.
- Ability to quickly understand and utilize new systems, technologies, and processes.
- Effective oral and written communication skills, including the ability to explain more complex facts/instructions to intended audience.

- Ability to understand and follow procedures, and existing precedents; independently resolve minor problems.
- Ability to follow organizational priorities, manage time effectively, set daily/weekly tasks, and demonstrate an attention to detail and flexibility.
- Ability to work with diverse audiences and maintain effective working relationships, resolve minor conflicts.
- Ability to positively impact and improve the experience for patrons.
- Ability to consistently produce high-quality work with minimal errors, avoiding disruption or the need for rework.
- Ability to troubleshoot, define problems, collect data, establish facts and draw valid conclusions.
- Ability to understand and correctly interpret Library Policies and Procedures.
- Ability to maintain confidentiality of private information in accordance with the Library Privacy Act.

Preferred Qualifications:

- Previous library experience desired
- At least one year of customer service experience desired
- Familiarity with daily banking: preparing deposits, reconciling register reports

Physical Activity Requirements:

Medium Work—Lifting 20 to 50 pounds occasionally and 10 to 25 pounds frequently. The physical demand requirements are in excess of those for Light Work and involve being on your feet generally most of the day.

Salary: \$16.92 per hour

Benefits: Vacation, sick leave, personal leave, and holidays; Defined Contribution Plan; Life insurance

Application: Application, resume, and cover letter due by **Friday, March 13, 2026 at 5:00 PM**

To: Farmington Community Library
Attn: Crystal Peterson – Executive Assistant
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Farmington Hills, Michigan 48334
Electronically to: Crystal.Peterson@farmlib.org