



**MACDONALD**  
PUBLIC LIBRARY

36480 Main Street  
New Baltimore, MI 48047  
macdonaldlibrary.org

## **Job Posting** **Access Services Librarian**

**Job Classification:** Full Time, salaried, exempt from overtime

**Salary:** Starting at \$37,440 annually

**Benefits:** Generous paid time off; medical, dental, and vision insurance; disability, flexible scheduling, remote work opportunities

**Hours:** 40 hours per week, including evenings and weekends.

**Reports to:** Library Director

**Deadline:** Friday, March 4, 2022

### **Essential Duties**

- Coordinates all circulation service area activities
- Provides top notch customer service to patrons of all ages
- Develops and maintains effective and friendly relationships with the public, city, and community organizations
- Plan, organize, perform, and supervise all aspects of circulation activity at the check out desk, such as checking books in and out, pulling and trapping holds, emptying the book drop, and accepting payments of fines
- Assists patrons with public computer use, printing, copying, and faxing
- Provides reference and reader's advisory services to all ages, in person, over the phone, and by email
- Handles patron questions, requests, suggestions, complaints, and disputes in a courteous and professional manner with minimal supervision
- Manages lost and missing library items and delinquent accounts
- Greets and assists patrons through the library and enforces library policies while maintaining patron privacy
- Prepares monthly statistics and reports
- Provides system administration for the library's integrated library system
- Participates in local, regional, and statewide professional committees and meetings
- Maintains technological expertise and ensures the technology skills of assigned staff meet expected levels
- Stays up to date on current and emerging trends in library services, customer service, and other industries
- Recommends new or modified library services, programs, procedures, or collections to administration as appropriate
- Serves as manager in charge in the absence of administration
- Other duties and special projects as assigned

### **Required Skills and Qualifications**

- Library of Michigan Level 3 certification, or ability to obtain within 3 months of hire
- Three years of customer service experience
- Demonstrated proficiency in intermediate level computer use
- Understanding of or ability to learn library automation systems and equipment
- Dedication to continuing professional development and improvement



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- Strong interpersonal, organizational, and time management skills
- Excellent ability to communicate verbally and in writing
- Comfortable working independently under minimal supervision and takes initiative to provide the best possible service to the public
- Ability to work in a team environment, be flexible, think creatively, and wear multiple hats

### Preferred Skills and Qualifications

- Master's degree in Library and Information Science
- One year of experience in a supervisory or leadership role

### How to Apply

- Complete a library application form, found at <https://macdonaldlibrary.org/Documents/application%20for%20employment.pdf>
- Email a cover letter, resume, completed application, and 3 professional references to  
Jessica Parij, Library Director  
[hr@macdonaldlibrary.org](mailto:hr@macdonaldlibrary.org)  
Subject line: *Application for Access Services Librarian - [YOUR NAME]*  
OR apply via Indeed: <https://tinyurl.com/auku5nzu>

**This job description is intended to describe the general nature and level of work performed by a person assigned to this position. It is not an exhaustive list of all the job duties that may be performed by the Access Services Librarian.**