JOB DESCRIPTION
FLAT RIVER COMMUNITY LIBRARY

Position: Patron Services Assistant

Hours: Up to 20 hours per week, primarily evenings and weekends. Typical shifts are scheduled between 3:00 PM and 8:15 PM (Mon–Thu) and 8:45 AM and 5:15 PM (Fri–Sat).

Beginning Pay: $15.00/hr

Application Deadline: December 4, 2026

Job Summary: This entry level position is under the supervision of the Library Director and Assistant Director, performs a variety of duties in support of Patron Services function and provides information services.

Duties and Responsibilities include, but are not limited to, the following:

1. Provides excellent service to the public at the Patron Services Desk while checking in and out library materials, collecting money from fines and lost and damaged materials, issuing new/replacement library cards, registering new patrons and processing name and address changes.
2. Ensures circulation policies and procedures are followed for the proper handling of customer and material records for an accurate library database. This includes data entry of late, lost, damaged, and claims returned items, and patron information including necessary notes.
3. Sorts, packs, unpacks, and inspects library materials received from or being delivered to other libraries
4. Counts, records, balances the cash register when working the closing shift.
5. Provides information to patrons regarding the library's circulation policies, procedures and refers issues to the Director as appropriate.
6. Provides excellent service to the public by assisting patrons in their search for library materials and providing materials advisory services.
7. Provides information to the public in person or by telephone in a courteous manner. Duties include receiving and answering questions regarding library collections, services, and programs, and recording statistics. Refers in-depth requests for information to Patron Services III Librarian.
8. Provides assistance to patrons and staff in the use of library equipment and machines (e.g., copier, on-line catalog, public computers, etc.); performs routine maintenance and corrects minor malfunctions of library equipment such as refilling paper and toner and assisting with paper jams.
9. May participate in the selection of materials for inclusion in the library's collection based on community interests and information needs.
10. Responsible for collection maintenance duties; sorts and shelves library materials; empties book drops; cleans and inspects library materials for damage, repairs library materials.
11. Maintains confidentiality of all patron records and transactions.
12. Performs other clerical tasks upon request.
13. Performs other duties as assigned.

Job Requirements:

1. High School diploma preferred.
2. Strong customer service skills.
3. Team player who is detail-oriented.
4. Basic clerical skills including computer and telephone skills.
5. Basic mathematical skills necessary for routine calculations.
6. Working knowledge of Flat River Community Library operations, policies and procedures.
7. Ability to work with general supervision and adhere to established policies and procedures.
8. Interpersonal and communication skills for interaction with staff and patrons in an effective and courteous manner.
9. Visual acuity necessary to retrieve library materials from shelves or storage areas.
10. Physical ability to push/pull fully loaded book carts, retrieve or place materials above shoulder or below knee level, and lift/carry materials and delivery bags weighing up to 40 pounds.
11. Hearing ability to answer telephone and patron inquiries.
12. Manual dexterity, visual acuity and sufficient keyboarding/PC skills to effectively access information on the computer.
13. Ability to operate a variety of equipment including computer, cash register, fax and copy machines.
14. Valid Michigan driver's license and available transportation.

Working Conditions:

1. Generally will work within a normal office environment, with minimal discomfort due to extreme temperatures, dust and noise.
2. Work hours are varied, including evening and weekend hours.
3. Frequent sitting/standing in one position for extended periods of time.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

Application is available at www.fltriverlibrary.org/about. Applications, resumes, and cover letters will be accepted until December 4, 2026 and should be submitted to:

Flat River Community Library
Attn: Stef Reed
200 W Judd St
Greenville MI 48838

Or email to Stef Reed, stefr@flatriverlibrary.org with subject line: Patron Services Employment Application.