



MILWAUKEE
PUBLIC LIBRARY

Temporary Library Circulation Services Representative Part Time

Central Library, Good Hope Library, Martin Luther King Library, Mitchell Street Library, and Tippecanoe Library

INTRODUCTION

Temporary Library Circulation Services Representatives perform a variety of duties associated with the circulation of physical library materials and patron services including helping patrons with library account registration, assisting with library materials, and helping visitors navigate the library successfully. If you thrive in a customer-focused setting and are passionate about supporting lifelong learning and community connection, we'd love to hear from you.

This Temporary opportunity is required to work from 8:30am – 5:00pm each Sunday. Additional hours may be available in addition to the required weekly Sunday shift. This position would serve at either the Central Library, the Good Hope Library, the Martin Luther King Library, Mitchell Street Library, or the Tippecanoe Library, and may provide additional support at other Branch Libraries as needed.

ESSENTIAL FUNCTIONS

- Serve the public in person and through telephone customer service, both on and off public service points.
- Assist patrons with checking out of library materials, processing fine payments, and refunds and disputes.
- Answer directional and general informational inquiries regarding library and community services and events.
- Answer the telephone and transfer calls to appropriate staff members.
- Assist the public with resources including self-checkout, pick-up of holds, e-commerce, photocopiers, printers, PCs, and CountyCat.
- Assist the public with library account registration, renewal, and ongoing management of patron accounts.
- Maintain appropriate circulation and reference interaction statistics.
- Deescalate challenging patron interactions and escalate up to supervisors, managers, and security staff as appropriate.
- Check in, verify, sort, and shelve returned, room use, and newly received materials.
- Troubleshoot RFID tag issues.
- Route materials for evaluation by collection management staff.
- Ensure shelves are in proper order, shift and straighten collections as needed for shelving.
- Process materials to and from delivery.
- Search for and retrieve materials to fill hold requests as assigned by collection management staff.
- Assist with a variety of administrative tasks such as opening and closing procedures, processing supplies, sorting mail, and handling cash
- Must work all Sundays from 8:30am – 5:00pm.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Two years of experience performing customer service or paraprofessional functions closely related to the essential functions listed above.

Equivalent combinations of education and experience may also be considered

CURRENT SALARY

The hourly wage rate for this position is \$19.63 per hour and the hourly resident incentive rate for residents of the City of Milwaukee is \$20.41 per hour.

CONDITIONS OF EMPLOYMENT

- Current City of Milwaukee employees are not eligible to apply for this opportunity.
- This opportunity is for **temporary employment only** which may expire at any time.
- **Temporary Employees** are ineligible for paid holidays, sick leave, vacation, or other benefits.
- Selected candidates may be assigned to work at multiple MPL locations.
- This position will not lead to a permanent, regular appointment with the City of Milwaukee.
- *The City of Milwaukee is currently conducting a separate recruitment for permanent, part time Library Circulation Services Representatives. To be considered for permanent employment, interested parties must apply separately through the application on the City of Milwaukee's website, [here](#). Selected candidates from this permanent recruitment are not estimated to start employment until late September 2026.*

HOURS & LOCATIONS

Schedule: This position is required to work every Sunday from 8:30am – 5:00pm. This is a part time position and additional hours throughout the week may be available.

Locations: A full list of Milwaukee Public Library locations can be found at <https://mpl.org>

HOW TO APPLY

Interested applicants may apply by submitting a cover letter and resume to MPLJobs@milwaukee.gov. The Milwaukee Public Library is looking for candidates who can start as soon as possible.

The current application deadline is May 22, 2026; however, we encourage interested candidates to apply early, as the posting may close once a sufficient applicant pool has been reached.