Aisha Rahman

// Circulation Assistant

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> SUMMARY

Circulation assistant at a college library serving 6,000 students, handling checkouts, course reserves and interlibrary loan pickups. Works in Alma daily, keeps the reserve collection accurate each semester and trains student workers on desk procedures. Brings 2 years of public library experience and steady customer service.

> SKILLS

• Circulation • Alma • Course Reserves • Interlibrary Loan • Shelving • Patron Privacy

• Microsoft Office • Customer Service • Communication Skills • Attention to Detail

> EXPERIENCE

Circulation Assistant 01/2025 - Present

Huron Valley College Library Ann Arbor, MI

Access services team at a 6,000-student college library open 90 hours a week.

- Process 400+ checkouts, returns and renewals a day in Alma, including laptops and study room keys.
- Maintain course reserves for 120 classes each semester, posting **1,800** items before the first week.
- Train 10 student workers each fall on circulation procedures, closing checklists and patron privacy.
- Resolve overdue fines and billing questions by email, closing 95% of disputes within 3 days.

Library Assistant 09/2022 - 12/2024

Huron River District Library Ypsilanti, MI

Part-time circulation and shelving role at a public library branch while in college.

- Checked out materials and issued library cards for **200+** patrons per shift at the front desk.
- Shelved and shelf-read 3 ranges of adult fiction each week, keeping misshelved items under 1% on monthly audits.
- Guided patrons through the online catalog, holds and public printing during evening and weekend shifts.
- Answered 30+ phone calls a shift on renewals, hours and account balances in a friendly, clear way.

> EDUCATION

Bachelor of Arts 12/2024

Eastern Michigan University Ypsilanti, MI

English