



Town of Randall • Village of Paddock Lake • Village of Salem Lakes • Village of Twin Lakes

June 3, 2024

Position Vacancy
Part-time Library Clerk - Circulation / Technical Services

The Community Library is currently accepting applications for a part-time Clerk in Circulation and Technical Services.

Summary of Responsibilities

Under the supervision of the Circulation Supervisor, circulation duties include, but are not limited to, working at the circulation desk and providing quality public service to people of all ages. Under the supervision of the Support Services Manager, technical services duties include, but are not limited to, processing materials, handling interlibrary loans, mending materials, and performing other supportive tasks as needed.

Education and Experience

High school diploma or equivalent; post high school coursework and/or some college coursework preferred; high quality customer service skills; excellent verbal, written, and computer skills.

Hours and Location

The current schedule will range in hours from 19 to 27 hours per week and will include day, evening, and weekend hours. The chosen candidate will work primarily in the Circulation Services department while assisting in Technical Services. Flexibility in scheduling is required. The position will include working at the Salem and Twin Lakes Branches.

Salary

2024 starting hourly wage is \$13.79 per hour.

Starting Date:

June 2024

How to Apply

Submit a Community Library application to Danijela Smitz, Support Services Manager, Community Library, 24615 89th Street, Salem, WI 53168 or by email dsmitz@communitylib.org.

Deadline: Open until position is filled.

Library Clerk
Circulation / Technical Services
Position Description

Summary of Responsibilities

Under immediate supervision of the Circulation Services Supervisor and of the Support Services Manager, a Library Clerk is responsible for the day-to-day operation of the Circulation Desk and of the Technical Services Department, working collaboratively with other library staff members to deliver professional quality library service to the public; ensuring that library patrons receive assistance; serving library patrons directly or indirectly, and performing other duties as assigned.

Qualifications

- High school diploma or equivalent required;
- Post high school coursework and/or some college course work preferred;
- High quality customer service skills;
- Excellent verbal, written, and computer skills;
- Experience working with people of all ages.

General Circulation Duties / Examples of Work

The employee may be asked to perform any of the following duties.

Desk Duties

- Assist library users at the circulation desk, such as checking materials in and out, registering patrons, collecting fines, reserving meeting spaces, etc.;
- Receive, sort, check in, and route daily inter-facility deliveries;
- Manage cash drawers;
- Assist in performing essential duties of absent staff members without prompting from a supervisor;
- Perform light housekeeping;
- Perform other related work.

Clerical Duties

- Answer the telephone promptly and courteously, route calls, and take messages as needed;
- Shelve materials;
- Shelf read and straighten materials on the shelves or in the collection while shelving and in other assigned areas;
- Retrieve materials from the outside book drop and return items to the proper place;
- Monitor the condition of the collection which includes inspecting various formats for damage when returned from circulation.

Supervisor Support Duties

- Assist the Circulation Services Supervisor in overseeing circulation duties performed by Aides and Pages;
- Assist in the training of new employees;
- Assist in compilation of statistics, reports, and notices;
- Manage billing concerns;
- Review borrower registrations;
- Inform supervisor of problems, incidents, and experiences that occur while working in a public area.

Customer Service Duties

- Provide quality public service to people of all ages;
- Assist patrons in the operation of computers, printers, and photocopiers;
- Answer directional questions and refer others to an appropriate staff member;
- Be informed of library programs and activities.

General Technical Services Duties / Examples of Work

Acquisition Duties

- Order and receive library materials and supplies;
- Interact with vendors for products;
- Handle invoices and process them promptly and correctly;
- Prepare invoices daily;
- Maintain accurate and organized filing system;
- Check bibliographic data files via computer or paper files;
- Search the library's catalog to determine if items received are in the system or not and mark them accordingly;
- Open, unpack, check contents against packing slips, mark date received, receive continuations and odd vendor orders, and other materials as directed.

Interlibrary Loan Duties

- Handle the details of the lending and borrowing processes for Interlibrary Loan;
- Retrieve requested materials from shelves and accurately mail or fax all materials;
- Return borrowed materials to owning libraries;
- Receive Community Library's items back and process them for re-shelving;
- Update requests on the ILL system daily;
- Keep track of items that become overdue;
- Promptly send renewal request on the ILL system in response to user request, and notify users if extensions have been granted.

Media Duties

- Process media items;
- Enter library holdings into computer database and help maintain the accuracy and currency of the catalog; making changes and modifications as needed;
- Search, edit, and perform tasks in various databases;
- Repair/clean damaged media and replace broken parts;

- Make recommendations to the supervisor for replacements when materials cannot be mended;
- Maintain current inventories of audiovisual supplies;
- Maintain the neatness of the audiovisual collections; making sure they are in order on the shelves and at the proper location;
- Be familiar with the media collections.

Mending Duties

- Mend library materials as needed;
- Inspect mended materials and return materials back to the owning location;
- Make recommendations to the supervisor for replacement when materials cannot be mended.

Processing Duties

- Process new and donated materials;
- Enter library holdings in computer database and help maintain the accuracy and currency of the catalog; making changes and modifications as needed;
- Maintain the collections including withdrawing outdated or damaged materials;
- Maintain current inventories of processing supplies;
- Prepare withdrawn materials for book sales.

Knowledge and Abilities

- Ability to work effectively with patrons of all ages;
- Ability to present information effectively and respond to questions from patrons;
- Ability to learn library procedures and practices;
- Ability to organize work and to perform it neatly and accurately;
- Ability to perform routine repetitive tasks with accuracy;
- Ability to recognize the differences in types of library materials;
- Ability to work independently, prioritize work, respond to varied/changing work demands, and make decisions as required;
- Ability to be cross-trained in any of the duties of other departments;
- Ability to operate library business machines properly;
- Knowledge of databases and search methods;
- Knowledge of library services;
- Knowledge of current computer technologies;
- Ability to maintain contemporary knowledge of library practices;
- Ability to maintain contemporary knowledge of popular titles;
- Ability to comprehend and follow instructions from a supervisor in verbal and written form;
- Ability to communicate ideas and information both in verbal and written form;
- Ability to read and understand information contained in memoranda, reports, and bulletins;
- Ability to maintain and foster cooperative and courteous working relationships with the public, peers, and supervisors;
- Ability to adapt and maintain a flexible work schedule, including working days, evenings, and weekends as assigned;
- Ability to drive between two Community Library locations;

- Ability to handle multiple interruptions at once, working patiently, cooperatively, and pleasantly with the public and employees.

Job Performance Standards

- Actively support Community Library's mission;
- Maintain patron confidentiality and library rights;
- Adhere to *Community Library General Guidelines and Procedures, Work Rules, and Other Employee Information*;
- Adhere to the American Library Association's *Library Bill of Rights, Code of Ethics, Freedom to Read Statement, and Freedom to View Statement*;
- Convey a courteous and professional attitude;
- Maintain contemporary knowledge of library practices.

Mission Statement

The mission of our Library is to create a sense of community and to provide free access to materials and services which improve minds, enrich lives, and fulfill cultural, civic, educational, and recreational needs.

Physical Requirements

- Ability to stand or sit and use a computer workstation, including keyboard and monitor, for extended periods of time;
- Ability to work in confined spaces;
- Bending, twisting, and reaching;
- Far vision at 20 feet or further; near vision at 20 inches or less;
- Fingering: keyboarding, writing, filing, sorting, shelving;
- Handling: shelving books;
- Lifting and carrying: 50 pounds or less;
- Pushing and pulling: objects weighing 300-400 pounds on wheels;
- Sitting, standing, walking, climbing, stooping, kneeling and crouching;

Work Environment

Work environment is primarily inside. Work may be assigned at any of the Community Library facilities and at times may require working alone in the building.

Outside duties may include:

- Trash removal;
- Retrieval of materials from the outside book drop.