

CLERK LEAD

Direct Supervisor	Circulation Supervisor
Department	Mead Public Library
Version Date	August 19, 2026
Salary Grade	5? -TBD
FLSA Status	Non-Exempt, Not Represented



Department Summary:

The Mead Public Library provides quality services, resources, and lifelong learning opportunities to meet the needs and interests of our diverse community. The function of the Mead Public Library is to serve our customers in a way that establishes a relationship of mutual gratitude – our gratitude for our customers’ patronage, and our customers’ gratitude for the quality and value they receive. This position is expected to perform all job duties with respect, integrity, objectivity, and in the best interest of the City of Sheboygan. It requires discretion when working with the public and handling confidential or sensitive information. All City employees are expected to conduct themselves with honesty and integrity.

Position Summary:

The purpose of this position is to ensure that library materials are checked in, sorted, and shelved in a timely and accurate manner so library patrons can quickly locate items of interest, while also serving as a team lead within the Clerk Department. In addition to performing standard clerk duties, the clerk lead strengthens departmental operations by supporting the circulation supervisor with day-to-day problem solving, helping maintain workflow in the workroom when staff are absent or unavailable, and helping bridge communication between clerks on the floor and the circulation supervisor. This position will also guide patrons to individual items or collections, or walk them to the appropriate staff resource, as needed.

Essential Responsibilities:

The job description includes essential responsibilities of the position and is not to be construed as all-inclusive. Duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

1. Performs general day-to-day duties which include but are not limited to:
 - a. Check in returned materials and process holds
 - b. Sort and reshelv materials
 - c. Inventory and shelf read collection
 - d. Process new materials for circulation
 - e. Inspect materials for damage
 - f. Assist patrons with basic informational questions
 - g. Perform miscellaneous clerical duties
2. Serves as the primary backup to the circulation supervisor

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- a. Schedule
 - b. Manage schedule adjustments
 - c. Fill behind gaps in coverage
 - d. Ensure all tasks have appropriate coverage
3. Provides workflow oversight when a clerk calls in absent or becomes unavailable
4. Redistributes scheduled tasks to other staff when needed
5. Assists the circulation supervisor with training new clerks
6. Serves as a point-of-contact for clerks
 - a. Assist with on-the-spot clerk questions
 - b. Bridge communication between clerks and circulation supervisor
7. Partners with the circulation supervisor
 - a. Support department projects
 - b. Assist with planning and delegating project tasks
8. Reports library safety and security matters to administration or facilities staff
9. Performs duties independently without direct supervision
10. Offers ideas for improving operational effectiveness or efficiency to the management team

General Responsibilities:

- Covers the public service desk as needed and provides patron account assistance
- Serves on internal committees as needed
- Travels to meetings, trainings, conferences, or other work activity as needed
- Attends evening meetings or events as needed
- Performs other related work as assigned by the director, manager, or circulation supervisor

Education & Experience:

- High school diploma or equivalency is required
- Library clerk experience or equivalent library clerical experience is preferred
- Proficient with Windows and Microsoft software (email and calendars)
- Proficient with the use of the library's integrated library system (ILS)
- Proficient with the use of the internet to conduct basic web searches
- Six months of experience in a high-volume, customer-service position preferred
- Be familiar with library services/procedures and ALA Professional Code of Ethics

Knowledge, Skills and Abilities:

- Strong interpersonal, communication, and organizational skills
- Employ appropriate techniques to meet service needs
- Adapt to changes in the library profession
- Operate standard office equipment and computer equipment
- Perform repetitive hand movements and tasks requiring fine motor skills
- Type, write, file, label, sort, shelf and process materials

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- Negotiate and handle stressful situations positively
- Work independently in a fast-paced environment with frequent interruptions
- Work collaboratively and develop/maintain relationships with staff and patrons
- Work effectively with culturally diverse patrons
- Problem solve and make sound judgments
- Set priorities to meet assignment deadlines
- Communicate ideas and information effectively both in written and oral form
- Remain professional and courteous while interacting with library patrons
- Lead, train, and support fellow staff in a positive and constructive manner
- Assist with delegating and coordinating project tasks among staff
- Fairly and consistently apply the library's policies
- Exercise sound judgment when addressing scheduling and workflow issues in the absence of the circulation supervisor
- Uphold the American Library Association's Library Bill of Rights and Freedom to Read Statement

Other Duties:

The job description includes the essential responsibilities of the position and is not to be construed as all-inclusive. The duties and responsibilities listed above are intended only as illustrations of the various types of work that may be performed and may change at any time with or without notice. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

Work Environment:

The work environment and physical demands characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

- Stand, walk, sit, talk, hear, bend, climb, twist, stoop, and reach
- Process, pick up and shelve library materials
- Lift and carry materials weighing up to 50 pounds
- See clearly at distances ranging from 20 inches to 20 feet
- Push and pull objects on wheels weighing 60-100 pounds

Post Job Offer Requirements:

Job offers for this position are contingent on the individual passing a pre-employment background check and drug screen.

Acknowledgement:

This job description does not constitute an employment agreement between the employer

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and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

My signature below is both an acknowledgement of my understanding of the job description for this position, and my commitment to uphold and promote the mission, vision, and core values of the City of Sheboygan, and work to fulfill the six values of the City's Strategic Plan.

Employee

Date

Department Head

Date

Human Resources Director

Date

City Administrator

Date