



POSITION DESCRIPTION

Title:	Technical Services Clerk	Department(s):	Library
Reports to:	Library Director	Location:	Whitewater Public Library
FLSA:	Non-exempt	Pay Grade:	Salary Resolution
Shift:	Various	Status:	Part-Time & Full-Time
Bargaining Unit:	None	Date:	10/23/2025

JOB SUMMARY

This position is responsible for a variety of library paraprofessional tasks relating specifically to the cataloging and physical processing of materials, the maintenance and ordering of required supplies, use and training in library equipment, and providing specialized services such as working with Interlibrary Loan requests, local history/special collections, and processing invoices. Assists with the daily operations of the library and performs related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

Cataloging and Acquisitions

- Performs routine cataloging/classification of materials.
- Processes and mends library materials.
- Performs acquisition duties such as verifying shipments of materials and preparing invoices.
- Prepares and distributes marketing and public relations materials for all library communications and social media to include signage and displays.
- Orders, processes, and coordinates book selections for library-supported community book clubs.
- Orders, processes, and maintains all records for interlibrary loan requests outside the consortium.
- Places orders for materials with vendors.

Customer Service

- Handles patron requests in the library, by email and by phone. Communicates with the general public, other library staff, city staff, board members, staff at other libraries, and library system staff.
- Follows library policies and procedures; enforces library policies as necessary.
- Provides basic reference services and technology support for patrons, and refers more complex requests to the assistant library director.
- Provides readers' advisory and assists patrons in finding library materials.
- Assists patrons with library digital services, library website, and catalog navigation.

- Assists patrons with printing, copying, laminating, and other library services.
- Provides access to meeting and study rooms, including tables, chairs and AV equipment.
- Assists patrons with room reservations and program registration as needed.

MARGINAL DUTIES AND RESPONSIBILITIES

- May perform clerical responsibilities such as typing, word processing, computer data entry, and photocopying.
- May maintain collections, including archival collections.
- May maintain files and records.
- Processes outgoing mail.
- Performs tasks such as dusting, cleaning computer stations, and other cleaning.
- In the absence of library administrative staff, may be assigned responsibility for the facility and its operations in the event of an emergency, such as fire or tornado or a network outage.
- Circulation duties including checking materials in and out; processing requests for materials from consortium libraries, registering new patrons and maintaining patron records; maintaining a daily service record; printing reports and notices; shelving returned materials; accepting interlibrary loan requests; collecting payments; processing incoming and outgoing delivery of library materials; quality-check materials.
- Other related duties as assigned.

PERFORMANCE STANDARDS

- Actively support the Library's mission;
- Maintain patron confidentiality and library rights;
- Adhere to the City of Whitewater Employee Manual;
- 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;
- Foster and maintain positive public relations for the Library within the community.

SUPERVISION RECEIVED AND/OR EXERCISED

- Work under general supervision of Library Director or Assistant Library Director, depending on the particular priorities of the organization at any given time or, (in absence of both Library Director and Assistant Library Director) Youth Educational Services Librarian; however, perform recurring job duties independently.
- Some opportunity exists to vary work steps and in deciding appropriate procedures, guidelines and methods. Supervised less closely during execution, but end results are still reviewed.
- Incumbents prioritize their own work to some degree, manage their time effectively and respond to some questions independently.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High school graduate or equivalent.
- Basic computer skills required. Successful completion of computer competency test will determine if this requirement is met.

- Related post secondary or technical course work or training preferred.
- Two (2) years library, clerical or customer relations experience preferred.

Language Skills

- Ability to communicate orally and in writing in English.
- Ability to train others.
- Ability to advise and interpret how to apply policies, procedures and standards to specific situations.

Mathematical Skills

- Ability to perform cashier duties accurately.

Reasoning Ability

- Ability to work well under pressure and handle stressful situations, to organize work and set priorities, managing time and resources to meet deadlines and changing demands within the entire operation of administrative services, perform duties with a minimum of supervision.

Other Qualifications

- Proficiency in typing, electronic data processing and a working knowledge of modern office practices and procedures.
- Ability to effectively meet and deal with the public.
- Ability to work effectively in cooperation with fellow employees as a member of the staff team.
- Ability to work in and maintain an environment that deals with sensitive and confidential information.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is required to spend extended periods of time interacting with library users. Communication requirements are to be able to successfully answer questions about library materials, services, programs, and the physical locations of materials, services, programs and.
- The employee must be able to identify materials and locate them in the library.
- Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as computer and other office machines, Integrated automated library computer system, microfilm equipment, audio and video equipment and/or materials used in performing essential functions.
- Ability to operate various pieces of office equipment.
- The employee is required to perform sedentary to light work, primarily in the handling and moving of physical materials
- Stamina, for example, to stand for prolonged periods up to eight hours in a shift. High energy to deal with the public for sustained periods while maintaining positive and enthusiastic communication.

WORKENVIRONMENT

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

- The noise level in the work environment is moderately quiet.
- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use, irate individuals and intimidation may cause discomfort and poses limited risk of injury.

The City of Whitewater is an Equal Employment Opportunity employer. In compliance with the Americans with

SELECTION GUIDELINES

- Employee Acknowledgment: _____ Date: _____

Supervisor _____ Date _____

Department Head _____ Date _____

Human Resources
Date

City Manager _____ Date _____