



POSITION DESCRIPTION

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

JOB SUMMARY

This position is responsible for performing a variety of library-specific clerical tasks to facilitate the use of the library's materials and services by patrons from the library's service populations.

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.

Customer Service

- Handles patron requests and phone calls.
- 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.
- Handles payments for library fees, replacement charges, and services.
- Enforces library policies as necessary.

Circulation

- Circulates library materials using the library's Integrated Library System (ILS) and RFID software.
- Maintains a daily service record; prints reports and notices.
- Registers patrons for new library cards and maintains patron records.
- Processes requests for materials from consortium libraries, to include pulling materials from collection; processing requests through the database; accepting Interlibrary loan requests; other related duties.
- Processes incoming and outgoing delivery of library materials.
- Shelves returned library materials; inventory collection and read shelves.
- Performs ILS maintenance tasks including clearing the hold shelf and checking the high demand holds and outstanding holds lists.
- Maintains an awareness of library and ILS consortium policies and procedures; seeks training on consortium policies and procedures as necessary.

- Sort incoming mail and periodicals.
- Quality-check materials; mend and repair library materials.
- Cover new books and prepare for circulation.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Follows library policies and procedures.
- Uses email or phone to communicate with staff at other libraries, the library system, other library staff, city staff, board members, and the community.
- Assists patrons with room reservations and program registration as needed.
- Provides access to meeting and study rooms, including tables, chairs and AV equipment.
- 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.
- May assist with activities and programs on a limited basis.
- Performs tasks such as dusting, cleaning computer stations, and other cleaning.
- 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 Assistant Library Director, or, (in absence of Assistant Library Director) Library Director, or, (in absence of both Assistant Library Director and Library Director) Youth Educational Services Librarian or Programming & Makerspace 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.
- No formal supervisory responsibilities.

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.
- One (1) year of 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.
- Broad-based familiarity with authors/subjects desirable.

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, and programs.
- 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, 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

WORK ENVIRONMENT

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 Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

SELECTION GUIDELINES

- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.
- Nothing in this job description reflects management's right to assign or reassign duties and responsibilities to this job at anytime. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Acknowledgment: _____ Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

Supervisor Date

Department Head Date

Human Resources Date

City Manager Date