

Village of Menomonee Falls

**Position Description**

Title: Library Clerk– Circulation  
Department: Library  
Reports to: Circulation Services Supervisor  
Salary Grade: 6

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**PRIMARY FUNCTION**

Provides direct service to patrons and performs basic clerical and circulation related tasks.

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**MAJOR DUTIES AND RESPONSIBILITIES**

- Responsible for the circulation services such as:
  - checking materials in and out
  - sorting and re-shelving library materials
  - informing patrons of outstanding balances
  - tendering fines
  - routing materials to their designated location
  - process bills and material notices
  - processing library card applications in accordance with library policies and procedures
  - maintaining patron records
- Handles other circulation counter functions such as making change for copier, servicing and replenishing paper in photocopier
- Answers questions and problems in person and via phone or email and refers unusual problems to the supervisor
- Assist in training and overseeing Pages
- Responsible for opening, closing, and securing circulation desk and the front doors of the building
- Responsible to be proactive accomplishing the tasks in the public service area, to assess new needs as they arise, and to suggest practical means of improving the way we do business to the supervisor
- Process periodicals and newspapers
- Sort mail
- Prepare money drawers for opening
- Assists with donations and Semi-Annual Book Sale
- Perform other duties as assigned

## POSITION REQUIREMENTS

- High school diploma or equivalent
- Three to twelve months customer service or office experience; library experience desirable but not required; or any equivalent combination of experience and training which provides the knowledge, skills and abilities to perform the job
- The ability to learn the functions of the library automation system as they relate to circulation services
- Comfortable with the computers, email, and the internet
- Must be able to understand and communicate routine work related information
- Ability to work under general supervision with latitude in exercising independent judgment and discretion subject to Library policies, procedures, and professional practice
- Ability to function in a team setting
- Ability to deal with frequent interruptions in work and move among various tasks effectively
- Ability to meet scheduled hours with rare absences including evenings and weekends as scheduled
- Friendly and helpful manner appropriate to a position where constant public contact is involved and maintenance of good public relations is essential
- The ability to learn and implement current and emerging technologies

Physical requirements include sitting, standing for up to several hours at a time at the checkout desk or circulation workstation; bending; lifting books/materials from 5-20 pounds; pushing and pulling loaded book trucks from one area to another, answering the phone, using computers and other standard office machines.

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This description has been prepared to assist in evaluating various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty required of positions given this classification. It is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the Village of Menomonee Falls. The Village retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this document as it deems, in its judgment, to be proper.

Approved by Library Board:  
Effective date: 0316

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