

**Clerk – Technical Services**  
**Oconto Falls Community Library**

Position Summary

Under the direction of the Library Director, the Technical Services Clerk provides prompt, courteous and high-quality customer service to library patrons and supports the Director in daily operations, including cataloging and repairing of materials, circulation, keeping accurate patron records, assisting with programming, and supervising volunteers.

Tasks/Responsibilities

- Performs routine circulation desk procedures: includes checking materials in/out, issuing library cards, placing and cancelling holds, looking up titles, leading patrons to materials they need, answering the phone, renewing items, collecting fines/fees, maintaining accurate patron library card registration records, assisting patrons with computers/copy machine, maintaining Meeting Room calendar, assisting patrons in downloading e-books and other technology related to electronic databases, and other resources, following library and library system policy and procedures.
- Assists patrons in reference and reader's advisory, leads patrons to information owned by the library or available at other libraries, or on appropriate library databases. Provides positive customer service and maintains patron confidentiality.
- Uses copy/fax and lamination machines.
- Processes and catalogs new and donated items – work with director to maintain book processing and repair supplies
- Responsible for researching, documenting and entering new items that require a record using the OWLSnet cataloging process.
- Maintains library collection, including extensive item repair, noting damage, adjusting loan periods, searching for missing items and maintaining displays
- Maintains statewide borrowing system (WISCAT) routines, including preparing items for shipment, updating records, items and accounts.
- Works with Library Director for regular weeding of materials and disposal.
- Assists in promoting library programming, both on- and off-line: candidate must have experience or knowledge of social media or be willing to learn such skills.
- Supervises and gives sound direction to volunteers.
- Assists with other duties in the library as assigned by the Library Director.

Essential Knowledge and Abilities

1. Knows individual job requirements and works systematically.
2. Plans own time to meet obligations and specified deadlines.
3. Communicates positively and effectively with library patrons of all ages and staff: provides excellent customer service.
4. Ability to effectively use computer applications, strong typing skills and the ability to do data entry using a computer terminal.

### Education and Experience

1. High School Diploma or equivalent. Requires strong customer service and technology skills, meticulous organization, ability to multi-task, prioritize and manage time effectively.

### Hours/Wages

1. This position works an average of 14 hours per week including rotating closing and Saturday morning shifts. Starting pay rate: \$15.00-16.00 per hour, based on experience.

Please submit resume and City Job Application to [ocf@ocontofallslibrary.org](mailto:ocf@ocontofallslibrary.org) no later than Monday, July 6<sup>th</sup>, 2026.