

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Mark Penner

Work Phone: 608-515-6790

2. Class Title (i.e. payroll title):

Administrative Clerk

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Margie Navarre Saaf, Borrower Services Manager

Work Phone: 608-266-6362

5. Department, Division & Section:

Madison Public Library - Central

6. Work Address:

201 W Mifflin St, Madison, WI 53703

7. Hours/Week: 38.75

Start time: Varies      End time: Varies

8. Date of hire in this position:

3/14/05

9. From approximately what date has employee performed the work currently assigned:

November 2011

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10. Position Summary:

This position is responsible paraprofessional and clerical work in the Madison Public Library system. This work involves oversight of the daily operations of the ground floor sort room and is responsible for seeing that collections are properly shelved, displayed, and retrieved throughout the building. The work also involves such functions as providing direct customer service to the public in a library facility, providing support relative to the processing, ordering and cataloging of library materials, and participating in collection maintenance and inter-library loan.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 75%    A.    Oversee the daily operation of the ground floor sort room
1.    Direct workflow and provide training and assistance to clerical and hourly staff as needed
  2.    Oversee the processing of all incoming and outgoing delivery
  3.    Coordinate shelving returned items throughout the building
  4.    Create schedules and process time sheets

- 5. Compile staffing reports
- 10% B. Maintain and update RFID software and equipment
  - 1. Install software and updates on RFID equipment
  - 2. Troubleshoot RFID tagging problems
  - 3. Train staff on RFID tagging
  - 4. Communicate and coordinate with third party vendors and other institutions.
  - 5.
- 5% C. Represent Madison Public Library on South Central Library System committees and be a resource to other SCLS libraries including other Madison Public Library branches
  - 1. Attend SCLS meetings and participate on SCLS committees as assigned.
  - 2. Provide information and training to other SCLS libraries as needed
  - 3.
  - 4.
  - 5.
- 5% D. Coordinate and facilitate projects with other divisions and departments within Madison Public Library.
  - 1. Work with Reference and Users Services staff on collection maintenance projects
  - 2. Work with Technical Services on materials processing
  - 3. Assist with dock management as needed
  - 4.
  - 5.
- 5% E. Assist at service desks around the building
  - 1. Provide direct customer service to the public to meet their information needs.
  - 2. Maintain a safe and welcoming library environment.
  - 3. Perform other duties as assigned.
  - 4.
  - 5.

12. Primary knowledge, skills and abilities required:

Working knowledge of standard library routines, principles, methods, techniques, technology and terminology. Working knowledge of core cultural literacy, including current events, popular culture, literature, history, music, film, etc. Working knowledge of and ability to use computer software applicable to the duties of the position. Ability to utilize personal computer technology and to instruct others in its use. Ability to troubleshoot and provide standardized support with hardware/software for internet utilization by patrons and staff. Ability to provide specialized knowledge and support of RFID technology. Ability to deal courteously and consistently with library users and to establish and maintain effective public and working relationships. Ability to perform clerical and recordkeeping tasks. Ability to understand, carry out, and give written and verbal instructions. Ability to maintain a positive and flexible approach to changing needs within the library and a changing information environment. Ability to perform reference interviews and to provide reference services using a broad range of sources including the Internet, databases and the collection. Ability to provide exceptional customer service, including exhibiting respect and sensitivity to a diverse clientele. Physical strength, dexterity and acuity in locating, lifting and shelving library materials (of varying formats and weights). Ability to maintain adequate attendance.

13. Special tools and equipment required:

Provided by the library.

14. Required licenses and/or registration:

None

15. Physical requirements:

Employees in this position must be able to lift/carry objects weighing up to 50 pounds (equivalent to a bucket of books) frequently and must be capable of pushing wheeled carts of books and other materials weighing up to 200 pounds onto and off elevators and across carpeted areas for up to an hour, four times per day. In addition, they must be able to frequently stand, walk, bend, kneel, stoop, reach overhead, and repeatedly lift books weighing as much as three pounds for extended periods of time up to six hours.

16. Supervision received (level and type):

Indirect supervision by the Borrower Services Manager.

17. Leadership Responsibilities:

- This position:  is responsible for supervisory activities (Supervisory Analysis Form attached).  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.  
 I have been provided with this description of my assignment by my supervisor.  
 Other comments (see attached).

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).  
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).  
 Other comments (see attached).

Margie Naane Saaf  
\_\_\_\_\_  
SUPERVISOR

12/13/13  
\_\_\_\_\_  
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.