



City of Middleton Public Services Supervisor (Part-time)

SALARY	\$30.24 - \$31.00 Hourly	LOCATION	Middleton Public Library - Middleton, WI
JOB TYPE	Non-Regular, Part-Time Permanent	JOB NUMBER	2026.31.105.01
DEPARTMENT	Middleton Public Library	DIVISION	Classified Staff
OPENING DATE	06/24/2026	CLOSING DATE	7/24/2026 11:59 PM Central
FLSA	Non-Exempt	BARGAINING UNIT	NR

General Description

Department	Public Library				
Classification	Part-time	FLSA Status	Non-Exempt	Pay Grade	7
Benefits Eligibility	Paid Time Off (PTO); WI Retirement System (WRS); Limited Insurance Benefits				
Reports To	Deputy Director of Public Services				
Supervises	Oversees Facilities, Operations, and Shift Staff				
Standard Schedule	28 Hours/Week Monday: 8:00 AM – 4:30 PM Tuesday & Wednesday: 11:30 AM – 8:00 PM Thursday: 8:00 AM – 12:00 PM Rotating Saturday and Sundays				

The part-time Public Services Supervisor provides leadership and oversight in delivering high-quality frontline patron services and supports the Library's public service operations. This position serves as a key point of contact for patrons and staff, helping ensure a welcoming, responsive, and service-focused environment that aligns with the Library's mission and goals.

Under the general supervision of the Deputy Director of Public Services, the Public Services Supervisor oversees daily public service operations, including facilities, staff, and workflow during assigned shifts. Responsibilities include coordinating and supporting departmental programs and services, directing day-to-day operational tasks, and ensuring efficient and effective service delivery.

Job Functions

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Essential duties are not necessarily listed in priority order.

1. Provides leadership and direction to library staff by promoting excellent public service standards, supervising daily workflow, and ensuring efficient operations at service points and processing areas.
2. Participates in the recruitment, interviewing, hiring, training, scheduling, supervision, and performance evaluation of library staff, when needed.
3. Delivers exceptional customer service by assisting patrons with reference and readers' advisory inquiries, program information and registration, database instruction, library resources, and community information.
4. Performs and oversees patron account and circulation services, including registering new cardholders, updating patron records, placing and processing holds, checking materials in and out, and collecting fines and fees.
5. Assists patrons with technology by providing support for computers, personal devices, downloadable content, photocopiers, microfilm readers, and other library technologies, while helping maintain appropriate use of public technology spaces.
6. Serves as the building supervisor when assigned, including evenings and weekends, and is responsible for implementing library policies and emergency procedures, addressing patron and operational issues, and ensuring a safe and secure environment.
7. Supports facility operations by opening and closing the library and meeting rooms, maintaining a clean, safe, and welcoming environment, and coordinating facility maintenance needs with vendors as necessary.
8. Completes special projects and other job duties as assigned or required

Qualifications and Competencies

Minimum Education and Experience

The requirements listed below are necessary to perform the essential duties of the position

1. **Education:** Graduation from an accredited college with a bachelor degree in Library Science, Education, Communications, Business Administration or a closely related field
2. **Experience:** A minimum of one (1) year of Public Library experience
3. **Supervisory Experience:** A minimum of one (1) year of supervisory or lead experience
4. **Other:** Access to personal or public transportation for job-related duties

The City of Middleton recognizes that candidates may bring a variety of backgrounds and experiences. An equivalent combination of education, training, and relevant work experience that demonstrates the ability to perform the essential duties, as determined by Human Resources, may be considered

Competencies

For successful performance in this position, the incumbent must demonstrate the following competencies.

Knowledge

1. General knowledge of principles and practices of public library service and operations
2. General knowledge of library circulation procedures, patron account services, and public service desk operations
3. General knowledge of building operations, safety practices, and facility security procedures.
4. General knowledge of community resources and services available to library patrons.

Skills

1. Strong organizational and time management skills to handle to high volume of work, set priorities effectively, and adapt to shifting demands
2. Excellent written and verbal communication skills, complemented by strong customer service and interpersonal skills.
3. Collaboration skills to effectively work with others, fostering teamwork, clear communication, and creative problem solving
4. Intermediate level of proficiency in technology, including Microsoft Office, Adobe Acrobat, Library software systems, and other relevant software applications

Abilities

1. Ability to perform work duties under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives.

2. Ability to understand and apply state, federal, and local laws, regulations, and ordinance to ensure compliance with all work practices
3. Ability to demonstrate integrity, honesty, initiative, and respect while maintaining strict confidentiality in all aspects of work
4. Ability to comply with all safety policies, practices, and procedures, and report all unsafe activities or conditions to a supervisor.
5. Ability to maintain a valid, state-issued driver's license.
6. Ability to establish and maintain effective working relationships with City appointed and elected officials, City employees, other governmental agencies, vendors, and the general public.
7. Ability to exhibit exceptional professionalism, tact, and decorum in all areas of work duties.
8. Ability to be reliable, timely, and proactive in the completion of duties, meeting deadlines, and responding to inquiries

Working Conditions and Physical Demands

Environment

- Work is performed primarily in an office environment with occasional travel to meetings, work sites, or other locations.

Physical Demands

- Work requires the ability to sit, stand, walk, reach, bend, stoop, and lift objects up to 25 pounds.
- Work requires extended periods of standing or walking.
- Work will involve operating standard office equipment (computer, telephone, copier, etc.).
- Vision and hearing are required to perform essential functions and communicate effectively

Stressors

- Work will involve contact with the public, requiring effective communication and professional conduct.
- Work may involve exposure to stressful situations, deadlines, or conflict resolution

Benefits



2026 EMPLOYEE BENEFITS SUMMARY

City of Middleton • The Good Neighbor City

The City of Middleton offers a comprehensive benefits package designed to support employees and their families with healthcare, retirement, financial wellness, paid time off, and professional support resources.

Health Insurance

Provider: Group Health Cooperative (GHC)

Eligibility: 30 hours or more per week • Effective 1st of month following hire date

- Deductible: \$1,000 single / \$2,000 family
- City-funded HRA reimburses up to 75% of deductible costs
- Prescription copays: \$10–\$100 depending on tier
- Monthly Premiums: \$97.21 single / \$250.29 family
- Cash in lieu option: \$166.66/month (\$2,000/year)

Dental Insurance

Provider: Delta Dental

Eligibility: 30 hours or more per week • Effective hire date

- Single or Family plans available
- Preventative care covered at 100%
- Annual maximum benefit: \$1,500
- Orthodontics lifetime maximum: \$1,500 per dependent
- Premium fully paid by City of Middleton

Vision Insurance

Provider: Delta Vision

Eligibility: 30 hours or more per week • Effective hire date

- Comprehensive and Materials Only options
- Coverage for single, single +1, or family
- Frame allowances, lenses, and contact discounts
- Premiums range from \$9.34–\$29.31

Flexible Spending Account (FSA)

Provider: Employee Benefits Corporation (EBC)

Eligibility: 30 hours or more per week • Effective hire date

- Up to \$3,400 pre-tax for medical expenses
- Up to \$7,500 pre-tax for dependent care expenses

Income Continuation Insurance

Provider: Employee Trust Funds (ETF)

Eligibility: 23 hours or more per week • Effective first of month following hire date

- Provides up to 75% of average monthly earnings
- 30, 60, 90, 120, and 180 day elimination periods available

Life Insurance

Provider: Employee Trust Funds (ETF)

Eligibility: 23 hours or more per week • Effective 1st of month after 30 days

- Group term life insurance based on salary
- Spouse and dependent coverage available
- First unit paid by City of Middleton

Wisconsin Retirement System (WRS)

Provider: Employee Trust Funds (ETF)

Eligibility: 23 hours or more per week • Effective hire date

- Employee contribution: 7.20%
- City contribution: 7.20% General / 14.7% Public Safety

Deferred Compensation

Provider: WI Deferred Comp / RPA / Northshore Bank

Eligibility: 20 hours or more per week • Effective hire date

- 457(b) retirement savings plan
- Employee contributions only

Employee Assistance Program (EAP)

Provider: Family Service Madison
Eligibility: Available to all staff and family members

- Confidential assistance available 24/7
- Support for personal and family situations
- No cost to employees

Voluntary Benefits

Provider: Aflac
Eligibility: 23 hours or more per week • Effective hire date

- Optional supplemental insurance programs
- Policies stay with employee after separation
- Payroll deductions available
- Rates never change

Paid Time Off (PTO)

Employees working 23–39 hours per week receive prorated PTO based on hours worked and years of service.

Years of Service	Vacation Earned
Hire through 2 years	15 days per year (4.62 hours per pay period)
3 through 5 year	18 days per year (5.54 hours per pay period)
6 through 9 years	22 days per year (6.77 hours per pay period)
10 through 14 years	26 days per year (8 hours per pay period)
15+ years	30 days per year (9.23 hours per pay period)

Paid Holidays Include:
New Year’s Day • Martin Luther King Jr. Day • Memorial Day • Independence Day • Labor Day • Thanksgiving Day • Friday after Thanksgiving • Christmas Eve • Christmas Day • New Year’s Eve

Floating Holidays: 32 hours (4 days) annually

Sick Leave: One day per month accrued up to 1,040 hours

Benefits are subject to eligibility requirements and official plan documents. Visit cityofmiddleton.us/jobs for additional employment information.

Documentation Submission:

Please note that this application requires the submission of supporting documents. Failure to submit the required documentation will disqualify your application from consideration.

City of Middleton Veterans' Preference Program
(Applicable to Regular Full and Part Time Positions Only)

The City of Middleton honors and recognizes the sacrifice and dedication made by veterans of the United States Armed Services, and the unique skills, experiences, and abilities they bring to the workplace. The City's Veterans' Preference

Program is designed and implemented to encourage and enable the recruitment, review and potential hire of qualified veterans. This program does not guarantee the selection of any veteran or eliminate the need for such veterans to otherwise meet all basic qualifications for the position(s) for which they apply.

Please see the [Veterans' Preference Program link](#) on the Job Opportunities page menu for the details and requirements of the program.

The City of Middleton is an Equal Opportunity Employer
seeking a diverse and talented workforce.

Employer

City of Middleton

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