

Library Assistant - Security

Direct Supervisor	Deputy Library Director
Department	Mead Public Library
Version Date	8/19/2026
Salary Grade	7
FLSA Status	Non-Exempt, Not Represented



Department and Position Summary:

The Mead Public Library provides quality services, resources, and lifelong learning opportunities to meet the needs and interests of our diverse community. The function of the Mead Public Library is to serve our customers in a way that establishes a relationship of mutual gratitude – our gratitude for our customers' patronage, and our customers' gratitude for the quality and value they receive.

Under the supervision of the Deputy Library Director, the Library Assistant – Security position performs a variety of tasks including customer service, utilizing library software, assisting with circulation of library materials, and other functions relating to library services. Specifically, this position will focus on enforcing library policy and ensuring a safe and comfortable environment for staff and patrons. It is imperative job duties are performed with respect, integrity, objectivity, and in the best interest of the City. All employees are expected to be honest and truthful at all times.

Essential Responsibilities:

1. Provides excellent customer service. Refers patrons to library and community resources in a friendly, inclusive, and respectful manner.
2. Interprets, explains, and applies library policy and procedures to respond to customer concerns.
3. Conducts routine, non-intrusive walkthroughs of the library and exterior property to maintain visibility and deter disruptive behavior.
4. Monitors activity, observes patron conduct, and employs de-escalation techniques to ensure compliance with library policies in a calm and respectful manner.
5. Provides timely reports of incidents, concerns, or unsafe conditions to supervisory staff and/or emergency responders when needed.
6. Documents incidents factually and clearly using standardized reporting procedures.
7. During critical incidents, effectively manages high-stress situations, coordinates emergency services, and ensures the safety and security of all personnel and property.
8. Supports a positive public environment by building respectful relationships with patrons from all walks of life.
9. Collaborates with staff when assistance is requested, offering a steady and reassuring presence during challenging interactions.
10. Uses the library's integrated library system (ILS), manages patron accounts and the circulation of library materials while maintaining patron confidentiality.
11. Handles/counts cash and performs cash transactions.
12. Offers technology assistance to patrons.

General Responsibilities:

Library Assistant - Security

13. Provides input to managers for the improvement of library policies, plans, and goals, and participates in staff committees where appropriate.
14. Upholds the American Library Association's Library Bill of Rights and Freedom to Read Statement.
15. Attends library trainings, conferences, and workshops.
16. Provides emergency duties and resources as needed in times of a City emergency in conjunction with the Director and in accordance with the City's emergency plan.
17. Performs other related work as assigned by the Director or Manager.

Education & Experience:

18. High school diploma or equivalent required.
19. Six (6) months of experience in a high-volume customer service position is preferred. Familiarity with public spaces, community centers, or library environments a plus.
20. One year of recent experience in maintaining, supporting, and/or working in safety and/or security environment is preferred.
21. Experience using Integrate Library Systems (ILS) software is preferred.

Knowledge, Skills, and Abilities:

22. Ability to work collaboratively and develop and maintain effective relationships with staff, library users, and community partners.
23. Knowledge of library services and procedures and ALA Professional Code of Ethics
24. Broad cultural competency knowledge and skills, and ability to work effectively with a culturally diverse community.
25. Ability to problem solve, make sound judgments, and handle stressful situations positively within the scope of responsibilities.
26. Ability to fairly and consistently apply library's policy on appropriate library use.
27. General knowledge of standard safety practices.
28. Ability to work independently in a fast-paced environment with frequent interruptions, be self-directed, problem-solve, and set priorities in order to meet assignment deadlines.
29. The ability to communicate ideas and information effectively both in written and oral form; effectively read and understand written information; monitoring and responding to multiple communication streams concurrently (e.g. email, Teams, phone calls)
30. Ability to remain professional and courteous while interacting with library patrons.
31. Proficiency with computers and other technology is required, including, but not limited to:
32. Mastering the library's integrated library system (ILS)
33. Using a Web browser and conducting basic web searches
34. Navigating a Windows environment and use of standard Microsoft software, email and calendars

Post Job Offer Requirements:

Job offers for this position are contingent on the individual passing a pre-employment background check.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Work Environment:

Library Assistant - Security

Employee frequently stands, walks, sits, talks, hears, and reaches with hands and arms. Employee lifts, bends, stoops, lifts and carries 50 pounds or less, and pushes and pulls objects on wheels weighing up to 100 pounds. Position requires the operation of office equipment and requires repetitive hand movement and fine coordination to operate computer equipment. Occasional travel to other locations for meetings, trainings, and conferences required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Acknowledgement:

This 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.

My signature below is both an acknowledgement of my understanding of the job description for this position, as well as my commitment to uphold and promote the mission, vision, and core values of the City of Sheboygan, and work to fulfill the six values of the City's Strategic Plan.

_____	Date	_____
Employee		

_____	Date	_____
Department Head		

_____	Date	_____
Human Resources		

_____	Date	_____
City Administrator		