

Library Assistant – Technical Services

Current Title: Library Cataloger
Proposed Title: Library Assistant – Technical Services
Direct Supervisor: Deputy Director
Department: Mead Public Library
Version Date: August 5, 2026
Salary Grade: 7
FLSA Status: Non-Exempt, Not Represented



Position Summary:

The primary purpose of this position is to work as part of a team to reach the organization's stated goals and objectives. Technical Services library assistants may be asked to perform multiple, distinct roles in both public-facing and back-office environments. Individuals in these positions must be comfortable with change and be team players. Work is performed under the direction of the Deputy Director.

Essential Responsibilities:

1. Performs general day-to-day technical services duties, including but not limited to:
 - a. Bibliographic database entry and maintenance
 - b. Copy cataloging of all formats of library materials to facilitate their identification, access and use
 - c. Collection ordering, receiving, processing and mending
 - d. Invoice preparation for payment
 - e. Interlibrary loan and collection distribution systems
 - f. Processes and distributes mail and other deliveries
2. Provides excellent customer service by linking patron needs to library and community resources in a friendly, inclusive, and respectful manner.
3. Interprets, explains, and applies library policy and procedures to respond to customer concerns
4. Directly addresses Code of Conduct enforcement and behavioral issues in the library alongside managers and the public safety/community resource specialist
5. Manages patron accounts and the circulation of library materials using the library's Integrated Library System (ILS), while maintaining patron confidentiality
6. Handles/counts cash and performs cash transactions
7. Offers technology assistance to patrons
8. Provides input to managers in the improvement of library policies, plans and goals and participates in staff committees
9. Upholds the American Library Association's [Library Bill of Rights](#) and [Freedom to Read Statement](#)
10. Attends library trainings, conferences, and workshops
11. Reports building malfunctions, safety, and security matters to management, safety specialist and/or maintenance staff
12. 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
13. Performs other related work as assigned by the Director or Manager

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Education & Experience:

1. High school diploma or a GED Certificate recognized by the WI Department of Public Instruction
2. Computer literacy including email, software and hardware proficiency, and navigating the internet
3. Three to five years of experience using current Integrated Library System (ILS) software

Qualifications & Skills:

1. Knowledge of library services and procedures and [ALA Professional Code of Ethics](#)
2. Ability to work collaboratively and develop and maintain effective relationships with staff, library users and community partners
3. 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
4. Ability to communicate ideas and information effectively both in written and oral form; effectively read and understand written information
5. Ability to remain professional and courteous while interacting with library patrons
6. Ability to be resilient and adaptable with a willingness to learn and remain flexible when faced with changing situations and an ambiguous work environment
7. Proficiency with computers and other technology is required, including, but not limited to:
 - a. Mastering the library's Integrated Library System (ILS)
 - b. Using a web browser and conducting basic web searches
 - c. Navigating a Windows environment and use of standard Microsoft software, email and calendars
 - d. Using a variety of web-based resources such as Office 365, Monarch Catalog, Libby, Hoopla, Kanopy, and more
 - e. Monitoring and responding to multiple communications streams concurrently (e.g. email, Teams, phone calls)
 - f. Assisting library users with the use of technology including performing common troubleshooting for computers, laptops, printers, fax, meeting room tech (sound and projection), and more

Post Job Offer Requirements:

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

Work Environment:

The work environment and physical demands characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

1. Sitting, standing, walking, climbing and stooping
2. Bending, twisting and reaching

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3. Communicating using the telephone, reacting to alarms and call buttons, and navigating multiple distractions
4. Lifting and carrying 50 pounds or less
5. Pushing and pulling objects on wheels weighing 60-100 pounds
6. Handling, processing, picking up and shelving library materials
7. Travel to meetings outside the library

The 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.

Employee

Date

Department Head

Date

Human Resources Director

Date

City Administrator

Date

Revision Dates:

May 2, 2022

June 28, 2023

August 5, 2026