

# Library Assistant

**Direct Supervisor:** Public Services Manager  
**Department:** Mead Public Library  
**Version Date:** June 28, 2023  
**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 for the entire Mead Public Library public services effort. Library assistants may be asked to perform multiple, distinct roles and share tasks with their team, so individuals in these positions must be comfortable with change and be team players. Work is performed under the direction of the Public Services Manager or the Support Services Manager.

## Essential Responsibilities:

- ~~1. Performs general day to day duties associated with various services which include but are not limited to:~~
  - 1) Provides excellent customer service by linking patron needs to library and community resources in a Friendly, inclusive, and respectful manner.
    - ~~a. Material ordering, receiving, processing and mending~~
    - ~~b. Circulation of library collections~~
    - ~~c. Bibliographic and customer database entry and maintenance~~
    - ~~d. Reader's advisory, reference, and limited research services~~
    - ~~e. Routine indexing and bibliography compilation~~
    - ~~f. Assist in administering library related programs, events and Storytime~~
    - ~~g. Interprets, explains and applies library policy and procedures to respond to customer concerns.~~
    - ~~h. Interlibrary loan collection and distribution systems~~
    - ~~i. Handles/counts cash and performs cash transactions~~
    - ~~j. Processes and distributes mail and other deliveries~~
    - ~~k. Prepares invoices for payment~~
    - ~~l. Handles bookings for the meeting rooms~~
    - ~~m. Coordinates Homebound Delivery services~~
- ~~2. Conduct service interviews to link customer needs with services and resources~~
- 2) Interprets, explains, and applies library policy and procedures to respond to customer concerns
- ~~3. Provides input to managers in the improvement of library policies, plans and goals and participates in staff committees~~
- 3) Directly addresses Code of Conduct enforcement and behavioral issues in the library alongside Managers And Public Safety/Community Resource Specialist.
- 4) Using the library's integrated library system (ILS), manages patron accounts and the circulation of library materials while maintaining patron confidentiality. ~~May offer technology assistance to others~~
- 5) Handles/counts cash and performs cash transactions
- 6) Offers technology assistance to patrons
- 7) Provides input to managers in the improvement of library policies, plans and goals and participates in staff committees
- 8) Upholds the American Library Association's Library Bill of Rights and Freedom to Read Statement
- 9) Attends library trainings, conferences, and workshops

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- 10) Reports building malfunctions, safety, and security matters to management, safety specialist and/or Maintenance staff
  - 11) 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
  - 12) Performs other related work as assigned by the Director or Manager
- ~~4. Directly addresses Code of Conduct enforcement and behavioral issues in the library alongside Managers and Public Safety/Community Resource Specialist (Moved to Item #3)~~
- ~~5. Reports building malfunctions, safety, and security matters to management, safety specialist and/or maintenance staff (Moved to item #10)~~
- ~~6. 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 (Moved to Item #11)~~
- ~~7. Performs other related work as assigned by the Director or Manager~~

## Education & Experience:

1. High School Diploma or GED
2. Three years library or related experience

## Qualifications & Skills:

1. Basic knowledge of library services and procedures, 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. The ability to communicate effectively ideas and information 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. 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:
  - Mastering the library's integrated library system (ILS)
  - Using a Web browser and conducting basic web searches
  - Navigating a Windows environment and use of standard Microsoft software, email and calendars
  - Using a variety of web-based resources such as Google Suite, Monarch Catalog, Libby, Hoopla, Kanopy, and more
  - Monitoring and responding to multiple communications streams concurrently (e.g. email, Slack, phone calls)
  - 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.

- ~~1. Ability to employ appropriate techniques to meet service needs~~



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- ~~2. Resilient to changes in the library profession~~
- ~~3. Ability to develop and maintain constructive relationships with staff and public~~
- ~~4. Ability and willingness to learn, adaptability to new technologies, flexibility when faced with changing situation, ability to work in an ambiguous environment~~
- ~~5. The ability to communicate effectively ideas and information both in written and oral form, effectively read and understand written information. (Moved to item #4~~
- ~~6. Ability to comprehend and follow instructions from supervisor, verbally and in written form.~~
- ~~7. Must set priorities in order to meet assignment deadlines. (Moved to item #3)~~
- ~~8. The ability to calculate basic arithmetic problems (addition, subtraction, multiplication, division) without the use of a calculator~~
- ~~9. Strong interpersonal, communication and organizational skills and a strong sense of responsibility and initiative.~~
- ~~10. Work closely with the Supervisor and coworkers in performing a variety of tasks.~~
- ~~11. Ability to work independently in a fast-paced environment with frequent interruptions.~~
- ~~12. Ability to set priorities in order to meet assignment deadlines.~~

## 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 accommodations 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~~
- ~~3. Talking and hearing; use of the telephone~~ Frequent communication; use of the telephone, reacting to alarms and call buttons 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. Fingering: typing, keyboarding, writing, filing, sorting, shelving and processing~~ Travel to meetings outside the library
- ~~8. Mobility: travel to meetings outside the library~~

## Department 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.~~

## Acknowledgement:

~~The job description includes the essential responsibilities of the position and is not to be construed as all-inclusive. The duties listed above are intended only as illustrations of the various types of work that may be~~

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~~performed. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.~~

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 Name: \_\_\_\_\_ Employee Number: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Revision Dates:

May 2, 2022

June 28, 2023