

Direct Supervisor: Deputy Director
Department: Mead Public Library
Version Date: 8/5/2026
Salary Grade: 7 - TBD
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. Library assistants with a security focus 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. Provides excellent customer service by linking patron needs 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. Using 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.
13. Provides input to managers in 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:

1. High school diploma or equivalency is required.
2. Computer literacy, including e-mail, basic software and hardware proficiency, and navigating the internet.
3. Six months experience in a high-volume, customer-service position is preferred; familiarity with public spaces, community centers, or library environments a plus
4. One year of recent experience in maintaining, supporting and/or working in safety and/or security environment is strongly preferred.
5. Three to five years of experience using the library's current Integrate Library System (ILS) software is preferred.

Qualifications & Skills:

1. Knowledge of library services and procedures and ALA Professional Code of Ethics
2. Broad cultural competency knowledge and skills, and ability to work effectively with a culturally diverse community.
3. Ability to problem solve and make sound judgments.
4. Ability to fairly and consistently apply library's policy on appropriate library use.
5. General knowledge of standard safety practices.
6. General knowledge of Trauma Informed Care practices.
7. Problem solving, negotiating and handling stressful situations positively.
8. **Ability to work collaboratively and develop and maintain effective relationships with staff, library users and community partners.**
9. 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.
10. 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)
11. Ability to remain professional and courteous while interacting with library patrons.
12. Utilizing independent judgement and taking independent action within the scope of responsibilities.
13. 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
14. Comfortable with light walking & standing.

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. Scheduling requires availability during any library operating hours, including evenings and weekends. Although a weekly schedule is established, the needs of the library may require scheduling changes and flexibility.
2. Frequent communication; use of the telephone, reacting to alarms and call buttons navigating multiple distractions
3. Sitting, standing, walking, climbing and stooping
4. Bending, twisting and reaching
5. Lifting and carrying: 50 pounds or less
6. Pushing and pulling: objects on wheels weighing 60-100 pounds
7. Handling: processing, picking up and shelving library materials
8. 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 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:_____