

Position Description



Job Title	Security Guard-Library
Department	Library
Employment Status	Full-time Part Time
Exempt/Non-Exempt Status	Nonexempt

Scope of Work

Under the general direction of the Public Services Manager, this position **is responsible for ensuring the safety and security of the staff, patrons, and library premises by patrolling, monitoring surveillance, controlling access, and responding to incidents,** ~~performs a variety of paraprofessional tasks in the service area to which the position is assigned within the library,~~ according to the policies set forth by the Library Board and in alignment with the organizational vision, mission, service values, and goals.

Supervision

Received	Public Services Manager
Exercised	None

Essential Job Functions: The job functions listed herein are neither exclusive nor exhaustive but are intended to show the types of tasks the employee will be expected to perform regularly. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change. It is the library's expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of all services that we provide to our patrons.

Under the general direction of the Public Services Manager, will be required to perform any of the following tasks:

- ~~1. Assists patrons of all ages in their use of the library at any public service desk.~~
 - ~~2. Performs public service desk duties and workroom duties; checks materials in and out; registers new users, answers telephone, collects fines and fees and operates the cash register.~~
 - ~~3. Identifies and engages with individuals who may benefit from social service support through outreach, direct observation, or referral by Library staff.~~
 - ~~4. Researches and provides answers to general reference and readers' advisory questions. Questions may be received and responded to in person, by phone or electronically.~~
 - ~~5. Provides current and relevant information, support, referrals, and assistance to individuals experiencing mental health issues, substance abuse, unstable housing, exclusion issues, trauma, or other life challenges.~~
1. Connects and builds collaborative relationships with patrons and community organizations.
 2. Educates library users on appropriate behaviors and enforces all facility rules, policies, and procedures.

3. Resolves conflicts, elicits cooperation, and negotiates solutions without resorting to unneeded conflict.
4. Provides security for all areas of the Waukesha Public library grounds to maintain a safe and inviting atmospheres for all patrons and staff.
5. Assists in crisis situations and emergencies and investigates and handles disturbances including contacting law enforcement and emergency personnel when necessary.
6. Intercedes when patrons fail to comply with the law and/or Library rules and policies; explains rules and policies to patrons; solicits patron cooperation and compliance; enforces correction of infractions through verbal warnings; de-escalates sensitive situations.
7. Observes, identifies and reports security and/or safety conditions and concerns and removes patrons who are in violation of the Library Code of Conduct; recommends procedures and methods to prevent security issues.
8. Works with Library staff to monitor, recognize, and resolve security problems and keeps the Public Services Manager informed of activities and/or problems.
9. Obtains, records, and maintains necessary documentation, records and reports incidents and events.
- ~~10. Coordinates security and property related programs such as staff training, building access control, and surveillance activities.~~
11. Serves as the liaison between Library staff, police agencies, social service organizations, contracted security personnel and the public.
12. Exercises excellent interpersonal and conflict resolution skills and communicates clearly, persuasively, and diplomatically with Library staff and the public while enforcing security rules, often under stressful situations.
13. Has knowledge of accepted practices relating to security operations, particularly those that relate to public facilities.
14. Possesses excellent observation skills and can remain alert and attentive, anticipate potential disruptive behavior and safety or security threats and take preventative action.
15. Capable of communicating in writing and preparing clear, detailed and accurately written reports, logs, and other documentation.
- ~~16. Performs clerical tasks as needed.~~
- ~~17. Assists with special projects as needed.~~

Other Job Functions

- ~~1. Attends meetings and conferences as appropriate to keep abreast of developments in the library field.~~
- ~~2. Provides on the job training to other staff members.~~
- ~~3. May serve on various committees within the Library and the Bridges Library System.~~
- ~~4. Represents the Library within the community~~
1. Performs related duties as assigned.

Requirements of Work

~~Graduation from an accredited college or university with a bachelor's degree and major coursework in library sciences, social work, or other related field and at least 2 years of library experience;~~ Graduation from high school or GED plus 2 years of experience in law enforcement or security services; or

any equivalent combination of training and experience which provides the following knowledge, ability, and skills:	
Knowledge of	<ol style="list-style-type: none"> 1. Public safety and security. 2. Information resources are available from other libraries, the library system and other sources in the community, county, and state. 3. The use of general office equipment including computers and relevant software. 4. Relevant safety and security information. 5. Resources available to assist patrons with mental health issues, substance abuse, unstable housing, exclusion issues, trauma, or other life challenges. 6. First Aid/CPR (Preferred).
Ability to	<ol style="list-style-type: none"> 1. Respond to the needs and interests of all library patrons. 2. Prepare clear and concise reports and recommendations. 3. Establish and maintain effective working relationships with supervisors, coworkers, and the public. 4. Follow directions and work with minimal supervision. 5. Be firm and respond quickly and decisively. 6. Exercise good judgment in demanding situations. 7. Learn basic policies and procedures of the library. 8. Regularly walk around and patrol the library. 9. Anticipate potential disruptive behavior and safety or security threats and take preventative action. 10. Think quickly and critically.
Skill in	<ol style="list-style-type: none"> 1. Listening, oral and written communications. 2. Public relations. 3. Organization and attention to detail. 4. Analytical and problem-solving skills
Necessary Special Requirements	
None	
Physical Demands	
<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ol style="list-style-type: none"> 1. Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. 2. Specific vision abilities required by this job include close vision, prolonged visual concentration, and the ability to adjust focus. 3. While performing the duties of this job, the employee is frequently required to sit, stand, talk, and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms. 4. The employee is occasionally required to bend, stoop, kneel, crouch, or crawl. 5. The employee must occasionally lift and/or move up to 50 pounds. 	