



Wilmette Public Library

**Wilmette Public Library
Job Description**

Position:	Safety Monitor
Type:	Full-time, Part-time, Substitute
Classification:	Non-exempt
Reports to:	Facilities & Safety Manager
Pay Grade:	25
Updated:	11-3-2021

POSITION SUMMARY

Reporting to the Facilities and Security Manager, the Security Monitor is responsible for patrolling the library premises to ensure the safety of both patrons and staff and ensuring that appropriate behavior is maintained professionally and in accordance with the policies and procedures of the Library District. This position will also be responsible for assisting with setting up rooms for Library programs and events.

ESSENTIAL RESPONSIBILITIES

- Maintain awareness of and provide security for all areas of the Main Library premises including the building, parking lots, and grounds.
- Patrol library premises to maintain an appropriate environment for patrons and staff by enforcing Library policies.
- Assist in behavior correction, crisis situations, and emergencies including contacting law enforcement and emergency personnel.
- Collaborate with person in-charge when necessary.
- Apply Library's Code of Conduct fairly and consistently.
- Report incidents in writing to the Director.
- Open the Library when needed within established guidelines.
- Perform closing responsibilities related to vacating and securing the building and grounds.
- Provide support tasks as needed, including but not limited to directional information and receiving book donations.
- Empty outside book drops according to established schedule.
- Set up Meeting Rooms and Story Rooms, and change room set-ups as required.
- Conduct branch deliveries and perform errands as needed.
- May assist facilities staff with minor building and grounds issues.
- Participate in professional development by attending relevant training as required.

Safety Monitor

- Attend and participate in department and library meetings and events as assigned.
- Keep current on department and library news and events by checking work email and staff intranet regularly.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately, and pleasantly in person, on the telephone, via email, and online
- Ability to use good judgment following procedures in support of library policies
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times
- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to work in a supportive manner with colleagues and managers
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library
- Ability to type and enter data into computer accurately
- Knowledge of Windows platforms and Windows Office Suite (Word, Outlook, and Internet Explorer)
- Ability to work with efficiency, skill, accuracy, and appropriate speed
- Knowledge of and ability to carry out policies and procedures

QUALIFICATIONS

- HS Diploma or GED required. Some college or post-HS study preferred.
- 1 year experience interfacing with the public in comparable environment.
- Previous security experience and current PERC certification preferred.
- Schedule includes daytime, evening, and weekend hours.
- Proficient in Microsoft Office Products.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Ability to read, write, and communicate fluently in English.
- Physical ability to sit, stand, stoop, and kneel for extended periods of time.

Safety Monitor

- Ability to walk from one area of the Library to another.
- Ability to occasionally lift and carry items up to 35 pounds.
- Ability to occasionally push or pull carts weighing 50 - 75 pounds.

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date