

PALATINE PUBLIC LIBRARY DISTRICT

JOB DESCRIPTION

TITLE: Security Monitor

DEPT.: Security

REPORTS TO: Assistant Director for Support Services

CLASSIFICATION: Non-Exempt

Objective:

Patrol the library premises to ensure the safety of both patrons and staff and that appropriate behavior is maintained professionally and in accordance with the policies and procedures of the Library District.

Duties:

1. Maintain awareness of and provide security for all areas of the Main Library premises including the building, parking lots, and grounds.
2. Patrol library premises to maintain an appropriate environment for patrons and staff by enforcing Library policies.
3. Assist in behavior correction, crisis situations, and emergencies including contacting law enforcement and emergency personnel.
4. Collaborate with person in-charge when necessary.
5. Notify Facilities staff and Administration of building issues, including but not limited to problems with toilets, elevators, HVAC, etc.
6. Perform closing responsibilities related to vacating and securing the building and grounds.
7. Provide support tasks as needed, including but not limited to directional information and receiving book donations.
8. Empty parking garage book drop according to established schedule.
9. Set up Meeting Rooms and Story Rooms, and change room set-ups as required.
10. Conduct branch deliveries and perform errands as needed.
11. May assist facilities staff with minor building and grounds issues.
12. Participate in professional development by attending relevant training as required.

Performs other miscellaneous duties as assigned.

Minimum Qualifications:

Education:

High school diploma or equivalent required.

Permanent Employee Registration Card (PERC) preferred.

Experience:

1 year experience interfacing with the public in comparable environment.
Security or law enforcement experience preferred.

Skills:

Office & Library

- Ability to work with efficiency, skill, accuracy, and appropriate speed
- Knowledge of and ability to carry out policies and procedures

Communication

- 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

Customer Service

- 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

Organizational

- 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

Technology

- Ability to type and enter data into computer accurately

- Knowledge of Windows platforms and Windows Office Suite (Word, Outlook, and Internet Explorer)

Supervisory Responsibility:

None.

Contacts:*Internal:*

Library staff and management

External:

Patrons, law enforcement, and emergency services personnel

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing and vision ability sufficient to adequately perform the duties of the job; ability to push/pull up to 50 pounds and lift and carry up to 20 pounds. Transport up to 150 pounds of library materials from one library location to another occasionally. Duties will require employee to bend, stoop, kneel, squat, crouch, and climb stairs.

Working Conditions:

Work is performed in a typical library environment. Will work in inclement weather conditions. Full or part-time position. Will require some weekend and evening work.