

City of Oregon City

Position Description

Position: Library Safety Specialist	Representation: AFSCME Union
Department/Site: Library	FLSA: Non-Exempt
Evaluated by: Library Operations Manager	Salary Grade: 26

Classification Summary

Under the general direction of the Library Operations Manager, the Library Safety Specialist helps ensure a safe and secure environment for library patrons and staff and helps safeguard library property and premises. The position focuses on helping all patrons enjoy and use the library by compassionately assisting patrons in understanding and complying with library rules and policies. In cases where patrons are unable to comply with library rules or policies, the Library Safety Specialist takes the lead in addressing, resolving, and documenting library behavior incidents. Incumbents also serve as the library's liaison to law enforcement, other public agencies, social service providers, and community groups.

In addition, incumbents routinely and regularly perform standard library circulation and public service duties, similar to those of a Library Assistant I or Library Assistant II.

Distinguishing Characteristics

The Library Safety Specialist differs from other Library Specialist positions (Technology Specialist, Technical Services Specialist, etc.) by its focus on patron behavior and library safety.

While the Library Safety Specialist may regularly perform the same duties as a Library Assistant 1 or Library Assistant 2, it differs from these positions by its additional responsibilities and specialization in safety and patron behavior management, and its role in acting as a liaison between the library and other City departments, government agencies, and community organizations.

While incumbents typically have additional training and/or background in security and safety, the Library Safety Specialist is not a sworn officer and has no law enforcement authority.

Typical Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

- Answer basic patron questions about Library policies, facilities, and resources; explain Library rules and procedures; refer patrons to appropriate staff or resources when needed; assist patrons with catalog computers, public computers, and self-checkout machines.
- Check out, renew, and check in library materials; collect monies for overdue, lost, and damaged items using the cash register/POS system; use ILS (integrated Library System) to enter, retrieve, and review patron account information and to locate materials and place holds; issue new and replacement Library cards.

- Process courier deliveries and returned materials using the automated materials handling (AMH) machine; stage library materials on carts for reshelving or placement on holds shelf; sort, shelve, and organize library materials into proper sequence in a timely and accurate manner; locate and retrieve library materials from public and non-public areas for library staff and patrons.
- Maintain knowledge of library user conduct guidelines, rules, and policies and monitor changes; conduct routine walkthroughs and inspections of Library facility; receive and act on information about security, safety, or patron behavior problems from personal observation, from Library staff, and from Library patrons; assist patrons and solicit cooperation in understanding and complying with Library rules and policies; in cases of noncompliance or noncooperation, and in conformance with Library/City policy, resolve situations through appropriate means which may involve verbal requests/instructions, escorting patrons from Library facility, and/or contacting local law enforcement, mental health services, and/or emergency medical services as needed.
- Prepare Library exclusion and incident/accident reports; manage central repository of Library incident reports and ensure timely and appropriate distribution of incident information to library staff and other approved parties; review video recordings from security cameras; provide advice and assistance to other Library staff on how to complete reports; debrief staff on security incidents and issues; assist with providing training to staff regarding safety, security, and loss prevention; prepares reports and statistics for Library management.
- Consult with coworkers, persons-in-charge, supervisors, or other staff to ensure effective and safe library operations; advises and assists management with the development and implementation of security, operations, and emergency policies and procedures; manages emergency evacuations, when necessary.
- Serve as a liaison between the Library and other City departments, committees, public agencies, and social service providers working in the areas of law enforcement, public safety and security, homelessness, substance abuse, and mental health services. Coordinate and communicate with these partners to build relationships, exchange information, and learn about additional available assistance and support; help facilitate connections between patrons in crisis and appropriate support resources; conduct outreach to promote safe and successful library usage; represents Library on City Safety Committee.
- Perform urgent maintenance and housekeeping tasks for the safety of the staff and the public; respond to and remove sharps and substances/materials that might contain blood borne pathogens.
- Ensure building capacity limits, including temporary public health-related limits, are not exceeded. Help coordinate and enforce public health-related safety protocols.
- Coordinate Library's Lost and Found processes, including logging and tracking of items, return of items to owners, and disposal of items in accordance with policy, rule, or law.
- Assist with Library closing, ensuring the facility is cleared of patrons and secure upon staff exit.
- Assist with library circulation activities, which may include: shifts at the checkout desk, responding to requests for information, assisting patrons with basic account questions, assisting patrons with technology (self checkouts, catalog computers, public computers), emptying book drops, checking materials in and out, and sorting and shelving materials.
- May serve as person-in-charge as assigned or in absence of supervisor or other lead position;; respond to situations such as escalated patron inquiries, facility issues, incident reports, patron conflicts and exclusions, staffing issues within guidelines and level of authority; contact appropriate City personnel and/or library management according to procedures.

Minimum Qualifications

Knowledge

- Principles, methods, and practices of providing quality customer service.
- Principles, methods, and practices of building and patron security.
- Understanding of personal computers, word processing and other office software, and usage of the internet and online systems
- Principles of business writing and report preparation
- English usage, spelling, grammar, punctuation

Skills and Abilities

- Ability to exercise tact, courtesy, and compassion with the public and staff while firmly enforcing security rules and behavior policies, occasionally under provocative and stressful circumstances. Act calmly and with composure under pressure and deescalate tense situations effectively.
- Ability to exercise good judgment in handling and resolving patron behavior or other security issues, and to fairly and consistently interpret and apply City/department policies and rules.
- Ability to balance safety and security with library principles and best practices regarding access, privacy, inclusion, and equitable and friendly service
- Ability to learn “Code Adam” protocols and initiate/coordinate missing child process, as necessary.
- Ability to work independently with limited supervision and to exercise initiative and good judgment in the performance of duties
- Ability to establish and maintain effective working relationships with all levels of library staff in a team setting
- Ability to work develop and maintain constructive and cooperative working relationships with other city departments, government agencies, service providers, and community groups.
- Ability to recognize symptoms of problem behavioral patterns, and to identify other available resources/programs to help address patron needs.
- General office equipment, including but not limited to: computer, printer, telephone, and copy machine.
- Skill to learn and employ de-escalation techniques and trauma-informed practices
- Computer software and hardware including but not limited to: web browsers, email clients, websites, office software (word-processing, spreadsheet, presentations), basic computer peripherals (including document printers, receipt printers, and barcode scanners); ability to learn new applications such as security camera software, occupancy monitoring software, and incident reporting software.
- Ability to welcome and embrace the diversity of people who come to the library, whether staff or patrons.
- Ability to communicate effectively, both orally and in writing. Ability to write clear, comprehensive, accurate incident reports.

Education, Training, and Experience

A typical way of obtaining the knowledge, skills and abilities outlined above is by having at least a high school diploma/GED as well as two years’ experience in law enforcement or security services in a public setting (such as public library, campus, hospitality, or retail). Additional experience in a social services-

related field and/or performing case management duties is also desirable, particularly the support of those experiencing homelessness or mental health crises. Other equivalent levels of education and work experience sufficient to successfully perform position duties may also be considered.

Other Requirements

- Must pass a criminal background check.
- Valid driver's license required.
- Must possess or be able to obtain First Aid, CPR, and AED certification within 90 days of hire.

Working conditions/Physical and Mental Demands

Frequent sitting; continuous talking and hearing both in person and over the phone; frequent keyboarding and repetitive motions of the hands/wrists; frequent walking and reaching; frequent bending, stooping, crouching, and/or kneeling; ability to lift 35 pounds, lift and carry 20 pounds, overhead reach 5 pounds, and push/pull 20 pounds. Duties may also involve exposure to dust and odor/fumes, including strong perfumes.

The position has regular, frequent contact and interaction with members of the public. Work may require extended shifts (up to 4 hours) of sitting at a public service desk, answering questions of varying scope and complexity (in person, via phone, or via email) and providing assistance and support. Position may need to explain Library and/or City policy, and address violations of Library behavior policy. Requires the ability to deal courteously with library patrons of diverse backgrounds

While performing the duties of this job, the employee will periodically encounter stressful, emergency situations, including patrons displaying behavioral issues, patrons showing signs of intoxication or inebriation, and patrons experiencing physical or mental health events.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.