Madison County Public Library

Job Description

Safety and Security Specialist

Position Overview:

Primary Location: Richmond Location
Department: Support Services
Position Status: Specialist — Hourly
Employment Status: Part-Time

The **Safety and Security Specialist** is a customer service position that is responsible for ensuring a safe, secure and welcoming library experience for customers and employees. A successful Safety and Security Specialist will work cross-divisionally among library teams to properly identify and mitigate safety concerns within the library, while supporting library customer service standards, Safety and Emergency Readiness Procedures, and library use policies. Success requires a visible and professional presence, while maintaining constant awareness of customer and staff activities within the library. This position also includes opening and securing the building each business day, as well as appropriately responding to emergency situations on library property as directed by the library Leadership Team.

Summary of Job Responsibilities:

- Creates a welcoming library environment by actively greeting and engaging customers and employees, offering assistance with navigation and library use as needed.
- Maintains a thorough understanding of established library use policies, effectively mitigating customer and employee issues as they arise.
- Completes patrols library buildings and grounds to ensure that facilities are kept safe and secure.
- Maintains relationships with local law enforcement and emergency responders, and appropriately involves community support personnel when necessary or when directed.
- Ensures that the library building is opened for business at designated times, and is secured at the end of each business day.
- Clearly and effectively communicates instructions regarding proper use of the library, as defined by library use policies.
- Monitors library security cameras, and processes camera footage and content as directed.
- Reports safety and security issues to Support Services Manager, and documents daily activities, irregularities, situations and other occurrences as directed.
- Responds appropriately and professionally to security and emergency situations as they arise by following established library Safety and Emergency Readiness Procedures.
- Performs additional support services duties as assigned.

Education, Experience and Skills Requirements:

- High School Diploma or GED is required.
- At least two years of successful customer service, public service or social service employment experience is required. Previous library experience is preferred, but not required.
- Full-Time public library employees must have the ability to be certified through KDLA at the Paraprofessional Level within 5 years of employment. Librarian certification is optional for part-time employees.
- Available to work a flexible schedule that may include evenings, weekends and some holidays.
- Ability to travel within Madison County and between library branches as needed, as well as the availability to travel to conferences and stay overnight as needed.

NOTE: All employees of the Madison County Public Library are required to maintain the capacity to: 1) demonstrate satisfactory personal effectiveness regarding work methods, teamwork, communication and self development, and support a safe and emergency ready public library; 2) operate basic work equipment such as computers, cash registers, print/scan/fax/copy machines, book carts, audio/visual equipment and multi-line communications systems (with or without reasonable accommodations); and 3) work in a public library environment that may include the potential for exposure to possible contaminants including (but not limited to) noise, arts and crafts chemicals, ink on printed pages, dust and mold, animals, cleaning chemicals, as well as the spread of communicable disease.