

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

vacant

Work Phone:

2. Class Title (i.e. payroll title):

3. Working Title (if any):

Library Safety and Patron Resource Coordinator

4. Name & Class of First-Line Supervisor:

Michael Spelman, Central Library Supervisor

Work Phone: 608-266-5900

5. Department, Division & Section:

Library

6. Work Address:

201 W. Mifflin St

7. Hours/Week: 38.75

Start time: varies, 8:15am-12:15pm End time: varies, 5pm-9pm

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

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10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

11. Position Summary:

The Library provides critical assistance to customers experiencing a range of difficult life circumstances, including challenges with housing, substance abuse, mental health, physical health, and more. The emphasis on this position is to support Library staff in better serving these customers, while also acting as a role model in promoting a welcoming and helpful library atmosphere. This position would oversee the Library's Public Safety Specialists (Security Monitors), develop relationships with local social services agencies, and provide guidance to all staff in regards to social work best practices. Strong communication skills, de-escalation skills, the knowledge of social work theories and practices, a commitment to racial equity and social justice, the ability to work as part of a team, and flexibility are necessary to be successful in this position. The work is performed under the general oversight of a Librarian or Library Supervisor.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

60% A. Oversee the work of Library Public Safety Specialists

1. Train, oversee, and serve as a role model for the day to day work of Public Safety Specialists under the general supervision of the Central Library Public Services Supervisor.
2. Participate on Public Safety Specialist hiring panels
3. Coach Public Safety Specialists on their performance, and collaborate with Central Library Public Services Supervisor when other performance management methods are needed.
  - a. Coach staff to recognize signs and symptoms of an emerging mental health disorder or mental health crisis and to engage with and guide people to both professional and community resources that can help.
  - b. Coach staff how to effectively assess, approach, listen non judgmentally, give reassurance/information, encourage appropriate help, and encourage self-help to people showing signs/symptoms of a mental health disorder or mental health crisis.
  - c. Coach staff to recognize individual implicit bias and reflect on service provision to ensure equitable service for patrons.
4. Make schedule for Library Public Safety Specialists. Responsible for covering Public Safety Specialists shift vacancies
5. Closely monitors library's safety through regular walking rounds and interacting with patrons and staff, to monitor for unauthorized and suspicious activity in a manner that respects patron privacy and confidentiality and embodies a commitment to racial equity.
  - a. Provides individuals in need in the library with information, support, and referrals to local organizations for basic needs such as income, shelter, food, clothing, transportation, legal services, or medical issues, mental health or substance abuse treatment

b. Help people with emerging mental health disorders or experiencing a mental health crisis.

6. Serve as point of contact with local law enforcement and EMS/Fire Dept for safety and security issues

7. Collect and analyze data regarding current behavior policy application

20% B. Develop partnerships and services by complimenting the Central Library Social Services Librarian's outreach efforts.

1. Attend regular meetings of downtown service providers.

2. Collaborate with Librarian on bringing in local service providers to provide either office hours or mobile services to the Library.

3. Develop and maintain restorative programming that provides a pathway which restores services to banned patrons

4. Create, foster, grow and guide a Peer Navigator Program to support patrons impacted by challenges with housing, substance abuse, mental health and physical health. Peer navigators connect patrons in need with shelter or services, help navigating social service systems, assist with applications, food resources, finding mental health/substance misuse/medical resources. Peer Navigators listen to patrons to understand what services they need and then connect folks to those in the community.

10% C. Actively participate in professional development and serve as a resource for library staff.

1. Stay informed of best practices, policies, and procedures through trainings, meeting minutes, discussion with supervisors, etc.

2. Participate in staff meetings as assigned by supervisor.

3. Conduct trainings for staff and/or the public on applicable topics, determined in consultation with supervisor.

4. Consult with staff on difficult or unusual incidents to help maintain consistency across library locations.

5. Shares expertise to support staff to better understand at-risk behaviors and improve self-care and safety

6. Seek out and apply for grant funding opportunities for relevant patron services.

10% D. Other duties as assigned

- 1.
- 2.
- 3.
- 4.
- 5.

13. Primary knowledge, skills and abilities required:

Thorough knowledge of social work best practices, strong communication skills, ability to de-escalate situations, Knowledge of practices and procedures for dealing with difficult people and difficult situations. Knowledge of racial equity and social justice theories and best practices. Knowledge of and ability to use computer software applicable to the duties of this position. Ability to interact courteously, effectively, respectfully and assertively with people of various ages, socioeconomic and cultural and ethnic groups. Ability to educate, problem solve and provide support to residents. Ability to recognize and summon help quickly for low-level misdemeanor or criminal activity, psychiatric and medical emergencies. Ability to enforce site rules and policies. Ability to give clear and appropriate directions. Ability to manage or diffuse potentially volatile situations. Ability to rapidly climb stairs and think clearly and act appropriately in an emergency. Ability to observe events and factually report and record them. Ability to maintain confidentiality. Ability to communicate effectively, both orally and in writing. Ability to work independently and make good judgments. Ability to maintain adequate attendance. Preferred candidate will have a Master's Degree in Social Work, Psychology, Counseling, Criminal Justice, Public Policy, or other related field. Relevant work experience of 5+ years in a related field may be substituted for degree.

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14. Special tools and equipment required:

15. Required licenses and/or registration:

16. Physical requirements:

17. Supervision received (level and type):

18. Leadership Responsibilities:

- This position:  is responsible for supervisory activities (Supervisory Analysis Form attached).  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
- I have been provided with this description of my assignment by my supervisor.
- Other comments (see attached).

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
DATE

20. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

Michael Spelman  
\_\_\_\_\_  
SUPERVISOR

6/27/23  
\_\_\_\_\_  
DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting [cityofmadison.com/employeenet/policies-procedures/position-descriptions](http://cityofmadison.com/employeenet/policies-procedures/position-descriptions).