

LIBRARY SECURITY MONITOR (HOURLY)

CLASS DESCRIPTION

General Responsibilities:

This is responsible security and customer service work performed at one of the libraries in the Madison Public Library system, managing individuals and property. The work involves providing security services during times where the library normally experiences problem behaviors and enforcing all facility rules, policies and City Ordinances. In addition, the work includes routine library tasks such as shelving items, straightening shelves, and checking items in. The work is performed under the direction of the Library Community Services Director or a branch supervisor.

Examples of Duties and Responsibilities:

Patrol and secure assigned areas of the facility for patron safety and well being.

Observe behavior and confront patrons or unauthorized personnel to stop unauthorized activities or actions.

Educate library users on appropriate behaviors and enforce the library's behavior policy.

Perform routine library tasks such as shelving, straightening shelves and displays, and checking items in.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Basic knowledge of practices and procedures for dealing with difficult people and difficult situations. Working knowledge of security principles and practices in open public facilities. Ability to interact courteously, effectively, respectfully, and assertively with library customers of various ages, socioeconomic and ethnic groups. Ability to enforce library rules and policies. Ability to communicate effectively, both orally and in writing and to give clear and appropriate directions. Ability to manage or diffuse potentially volatile situations. Ability to find and shelve items, arrange items for displays, check items in using a computer and other similar routine library tasks performed by pages. Ability to rapidly climb stairs and to think clearly and act appropriately in an emergency. Ability to stand for an hour at a time and walk rounds. Ability to maintain adequate attendance.

Training and Experience:

One year of responsible experience involving significant contact with the public in the enforcement of rules and regulations. Such experience would normally be gained after graduation from high school or equivalent. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Department/Division	Comp. Group	Range
Library	16	Hourly

Approved: _____
Brad Wirtz
Human Resources Director

Date