CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Library Security and Information Attendant**	**UNION:114**
		SG:4
CLASS TITLE	**Security and Information Attendant**	**CS:N**
		FLSA:Y
DEPARTMENT:	**Library**	**EEO4CODE:SM**
		FULL-TIME/PART-TIME

JOB SUMMARY:

Provides security to maintain a safe and inviting atmosphere for all patrons and staff in Library buildings and on surrounding City property. Continuously monitors assigned areas to prevent loitering, trespassing, theft and vandalism. Involves a high degree of public contact. Enforces Library policies as appropriate. Investigates and handles disturbances and, as needed, obtains assistance of law enforcement officers. May perform custodial tasks to ensure cleanliness and safety for Library users.

SUPERVISORY RELATIONSHIP:

Reports to the Head of Information and Reader Services. Works independently under general supervision and the guidance of City and departmental policies and procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Secures Library buildings and contents, as appropriate. Patrols Library buildings frequently to prevent theft and vandalism. Identifies and responds to special security and custodial needs. Monitors staff areas for trespassers. Performs final security check of entire building and helps to lock up the Library buildings when assigned to closing shift. Ensures safety of staff as they leave the building.

2. Responds to security or emergency situations directly or by contacting appropriate staff, law enforcement or other emergency personnel as necessary. Notifies staff and aids in building evacuation during an emergency. Assists patrons as needed during emergency situations.

3. Serves as a greeter to patrons entering the Library and answers directional, informational, or other questions in a friendly and cheerful manner. Performs security and welcoming functions for Library meetings and special events.

4. Explains and, when needed, enforces Library Rules of Conduct and policies to maintain appropriate patron behavior and public atmosphere. Acts proactively to effectively and discreetly defuse potential problem situations with minimal disruption to library services. Recognizes and refers situations best handled by law enforcement. Escorts disruptive patrons from Library premises; calls law enforcement when necessary.

5. Provides input and assists with planning and developing safety programs to maintain a safe and inviting atmosphere for patrons and staff. Implements safety procedures and supports safety program and improvements. Attends Department safety meetings. May train Library staff regarding safety procedures and policies. Assists with Library emergency drills.

6. Writes detailed incident reports and helps to maintain the Library incident database. Reports damage to the buildings, furnishings, or equipment as well as identifying and reporting safety concerns.

ADDITIONAL WORK PERFORMED:

1. Works with Library staff to perform miscellaneous duties such as minor custodial tasks.

2. May assemble and relocate shelving, equipment and furniture, as time allows.

3. Supports staff with weather emergencies by making the building accessible such as performing snow and ice removal from walkways and outside ramps to ensure safe user access.

4. Assists staff with library programs and activities as needed; including set-up and break-down for library events.

5. Other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

- Thorough knowledge of Library Rules of Conduct and ability to explain and enforce these rules.
- Ability to exercise authority appropriate to various circumstances.
- Ability to communicate respectfully and effectively with a diverse community of Library patrons and coworkers.
- Ability to respond to security or emergency situations calmly and with good judgment.
- Ability to interact with the public and coworkers using courtesy, tact and good judgment.
- Ability to maintain effective relations with people with mental and physical disabilities.
- Ability to work as a team member and project a positive attitude.
- Ability to work independently with general supervision.
- Basic computer skills.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation
- Physical ability to perform the essential functions of the job, including but not limited to:
  - Frequently required to walk and stand for extended periods of time;
  - frequently communicate verbally;
  - transport objects weighing up to 35 lbs.

WORKING ENVIRONMENT:

Daily work is primarily performed in Library facilities and surrounding outdoor areas. This involves working in a variety of environmental conditions including outdoor elements, inclement weather and vehicle exhaust fumes. May be exposed to individuals who are angry, hostile or demanding. Required to wear Library -issued uniform.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of one year work experience involving extensive interaction with the public required.

- Public library or retail security experience preferred.
- Customer service or public relations experience preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Washington State driver's license and good driving record required at time of hire for some positions. Must submit a three-year driving record abstract prior to hire with periodic re-verification as required by City policy.
- First Aid and CPR certification or ability to secure within six months of hire.
- Must be willing and able to work various shifts depending upon the needs of the library, including evenings and weekends.

PREPARED BY: B. Hoglund
M. Sheplor
3/08

REVIEWED BY:_____
Pamela Kiesner, Library Director

Revised by: B.Farley
4/14