



LIBRARY ASSISTANT ~~II~~ - SAFETY COORDINATOR - FULL TIME

JOB DESCRIPTION

Department: Patron Services	Benefits: Yes
Division: N/A	Time: Full Time, <u>including evening and weekend hours</u>
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Patron Services Manager	Pay Grade: Pay Grade-25; \$18.9725 - \$24.6644 per hour Wage Range:

JOB SUMMARY

The Library Assistant ~~II~~ - Safety ~~Coordinator~~, ~~under the supervision and leadership of the Patron Services Manager~~, works independently to maintain a safe and pleasant environment in the Library for the benefit of all Library patrons and staff, ~~and~~. ~~Library Assistant II - Safety Coordinator~~ ~~servesserves~~ as the primary point person for behavioral disruptions, including emergencies. ~~This person~~, ~~and~~ helps to ~~quickly~~ deescalate situations ~~quickly~~ and minimizes disruptive behavior in accordance with the Library's policies and procedures. Duties require extensive public interaction. The Library Assistant ~~II~~ - Safety ~~Coordinator~~ provides appropriate follow-up and documentation of Library incidents. ~~The Library Assistant II also provides library account management information services, bibliographic instruction, and computer lab assistance to patrons of all ages; participates in outreach and programming; and provides excellent customer service, and also performs all duties of the Library Assistant 2 - Patron Services. The Library Assistant 2 - Safety reports to the Patron Services Manager.~~

ESSENTIAL FUNCTIONS

Safety

- Makes routine inspections around and maintains awareness of Library buildings, parking lots, and grounds.
- ~~Monitors security cameras during scheduled duty~~ Reviews security cameras and pulls video and still images as needed to address safety incidents and concerns in the Library.
- ~~Maintains awareness of all areas of the Library premises including the buildings, parking lots, and grounds.~~

- Collaborates with staff and outside agencies to provide information, support, referrals, and assistance to people who are experiencing mental health issues, addiction, homelessness, or issues of general exclusion or disengagement.
- Responds promptly to all fire, security, or other building alarms to determine cause and takes appropriate steps to ensure safety of public, staff, and Library assets.
- Prepares ssuspensions and incident/accident reports; provides sadvice to staff on how to complete reports; debriefs sstaff on security incidents and issues.
- Assists spatrons in complying with the law and/or Library rules and policies; explains srules and policies to patrons; solicits spatron cooperation and compliance; enforces scorrection of infractions through verbal warning; handles ssensitive situations; contacts slocal law enforcement and/or emergency medical services as needed.
- ~~Observes patron behavior; identifies arising situations and defuses them before they escalate.~~
- ~~Assists in behavior correction, crisis situations, and emergencies, including contacting law enforcement and emergency personnel.~~
- Issues and manages suspensions of individuals, ~~as needed.~~
- Performs administrative and data-entry tasks.
- Performs monthly and other facilities checks; may assist with remedying minor building and grounds issues.
- Develops ~~& and~~ leads staff training in areas of ~~expertise~~ safety.

~~Library Assistant – Information-Patron Services~~

- Provides routine information services for patrons.
- Assists patrons with the Library catalog, physical and digital resources, and Library technology.
- Provides advisory service to patrons for all materials, including preparation of print or online bibliographies. Helps patrons find the right item, using reading/viewing/listening experience, the library catalog, an awareness of popular culture, and personal knowledge of current affairs and local events.
- Assists in preparing and implementing programs and/or outreach activities for groups of all ages.
- Upholds Library Rules of Behavior and other Library policies and procedures.
- Checks Library materials out, collects fees, explains policies, issues library cards, and maintains patron files.
- Assists with training for new staff members and volunteers.
- Handles monetary transactions with accuracy.
- Shares responsibility for the smooth running of ~~public~~patron service desks and Home Delivery service.
- Assists in updating procedures and training materials.

The Urbana Free Library
Library Assistant ~~24~~ – Safety ~~Coordinator~~

- ~~Assists with creation of marketing and display materials and resource lists~~ Provides support in the creation of marketing materials.
- May be a Notary Public.
- May create and/or maintain schedules for Library staff.
- ~~Provides routine information services for patrons.~~
- ~~Assists patrons with the online catalog, the Internet, and Library technology.~~
- ~~Assists in preparing and implementing programs and/or outreach activities for groups of all ages.~~
- ~~Upholds Library Rules of Behavior and other Library policies.~~
- ~~Checks Library materials in and out, collects fees, explains policies, issues library cards, and maintains patron files.~~
- ~~Utilizes the Library's computer system for various services and functions.~~
- ~~Assists with training for new staff members.~~
- ~~Handles monetary transactions with accuracy.~~
- ~~Shares responsibility for the smooth running of public service desks and Home Delivery service, including maintaining a prompt and reliable attendance record.~~
- ~~Assists in updating procedures and training materials.~~
- ~~Assists with creation of marketing and display materials and resource lists.~~
- ~~Monitors status of security equipment and ensures security of Library items.~~
- May be a Notary Public.
- May create and/or maintain schedules for Library staff.
- ~~Performs other related duties as assigned.~~
- ~~Attends department and other meetings as scheduled.~~

General

- ~~Participates in programming and outreach services.~~
- Participates in professional development by attending relevant training as required.
- ~~Attends department and other meetings as scheduled.~~
- Collaborates on special projects.
- Performs other duties as assigned.
- Attends department and other meetings as scheduled.

JOB REQUIREMENTS

Education, ~~Certifications,~~ & Experience

- ~~Graduation from h~~High school diploma or equivalent required.
- One ~~-~~year successful, continuous work experience required.

- Previous customer service or public service ~~experience, library, and supervisory experience all preferred~~ required.
- Previous experience in social work or public safety preferred.
- Experience with and knowledge of social work and social services available in the Urbana - Champaign area preferred.
- Experience with mental health first aid and trauma-informed practices preferred.
- Training or experience in providing information services and technology assistance desired.
- ~~Experience working in or with public libraries desired.~~
- Experience with electronic resources desired.
- Prior experience with the Polaris ILS desired.
- Bilingual skills (especially Spanish, French, or Chinese) desired.

Knowledge of

- Print and digital information sources.

Skills

- ~~Dependability and honesty.~~
- ~~Strong commitment to excellent public service; friendly, energetic, and adaptable.~~
- ~~Training or experience in providing information services and technology assistance.~~
- Excellent organizational, interpersonal, and decision-making skills to work effectively with patrons and staff.
- Excellent ~~written, verbal, and visual~~ communication skills.
- ~~Ability to use a variety of workplace technologies, the Microsoft Office Suite, including email, Internet, Intranet, and CCTV surveillance software, volunteer tracking software, and more.~~
- Physical strength and agility sufficient to perform assigned tasks.

Ability to

- Serve patrons calmly and diplomatically in a consistently friendly and courteous manner.
- Deescalate emotionally charged situations.
- Establish and maintain effective working relationships.
- Use a variety of workplace technologies, including the Microsoft Office Suite, Internet, and CCTV surveillance software.
- Learn complex, detailed routines, procedures, and library software.

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Library Assistant ~~24~~ – Safety ~~Coordinator~~

- Understand and follow detailed oral and written instructions.
- Learn, ~~and~~ follow, and enforce all relevant Library policies and procedures.
- Complete work with accuracy, while working in a fast-paced ~~work~~ environment.
- Work with patrons and staff in a consistently friendly and courteous manner.
- Work in a team atmosphere in a consistently cooperative manner.
- Assume responsibility and work efficiently without direct supervision.
- ~~Work diligently without close supervision.~~
- ~~Complete work with speed and accuracy and handle frequent, sudden task changes effectively.~~
- ~~Understand and follow oral and written instructions.~~
- ~~Learn, follow, and enforce all relevant Library policies.~~
- Prepare clear and concise reports, correspondence, policies, procedures, and written materials.
- ~~Work in a team atmosphere in a consistently cooperative manner.~~
- Work full range of library hours, including evenings and weekends. Maximum availability desirable.
- Work additional hours beyond those regularly scheduled as necessary and ~~for~~based on the Library's needs.

Licenses, Certifications, and Memberships Required

- Willingness to become a Notary Public ~~Notary~~ and to perform all related duties and functions.

General

- Regular schedule may ~~occasionally~~ need to be adjusted to meet the needs of the Library.

CONTACTS: INTERNAL/EXTERNAL

- Regular-Daily contact with Library staff, volunteers, and patrons.
- Regular contact with emergency personnel; and various City departments.
- Some contact with vendors and Library partners.

SUPPLEMENTAL INFORMATION

Working Environment:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work will occur primarily at The Urbana Free Library, both inside and outside the building

year-round.

- Will be subject to irate/threatening people.
- Possibility of contact with electrical, chemical, and biological hazards.
- Works in close association with others.
- Occasionally, staff perform outreach and programming at offsite locations.
- Typical work schedule could include any hours that the Library is open in addition to time before and afterwards, with flexibility depending on the needs of the Library.

Physical Strength and Agility:

Physical strength and agility sufficient to perform assigned tasks:

- While performing the duties of this job, the employee is frequently required to walk, sit, talk, or hear.
- The employee is ~~frequently~~ required to use hands to handle, feel, or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.
- Hearing: Hear in the normal audio range with or without correction.
- Other: Lifting, pushing, keyboarding.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to that position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Urbana Free Library is an Equal Opportunity Employer.

Last updated: ~~March~~ April 2023