

Warren County Public Library
Safety Specialist - PT
Job Description

Job Status: Part time, hourly (not to exceed 21 hours per week)

Reports To: Community Outreach Manager, Executive Team

Work Schedule: Tue (2pm-6pm), Thu (9am-1pm), Fri (9am-5pm), and alternating weekends.

Location: Lisa Rice Library (1225 State St); travel to other branches and community locations as needed.

Rate of Pay: \$17/hour plus PTO

JOB DESCRIPTION: Part time position for a communicative, compassionate, attentive, and collaborative individual with a heart for community and customer service. This position is responsible for ensuring a safe, secure, and welcoming library experience for both patrons and staff.

WCPL is committed to improving quality of life in Warren County by providing equitable access to information, resources, and services that our community needs. Candidates for the Safety Specialist position should be passionate about this commitment and eager to help support these initiatives. This individual cares about the values of WCPL and the story we are building through our services.

Ideal candidates for this position have previous work or volunteer experience in public or community services, non-profit work, or a security related field. This individual is comfortable serving and advocating for patrons of all ages, backgrounds, and abilities with dignity, respect, and nonjudgement.

The Safety Specialist must be willing to be flexible with their schedule as needed to accommodate system-wide needs.

Location: This position is based out of the Lisa Rice Library (1225 State St., Bowling Green, KY), and may be called on to support any branch or satellite location.

TASKS

- Maintain a thorough understanding of library use policies and the patron code of conduct; communicate these policies to patrons clearly and effectively.
- Maintain a regular presence on the floor of the library with readiness and attention to potential safety or security concerns.
- Support patrons with information about community resources and refer and facilitate connections as appropriate.
- Support circulation staff with tasks including but not limited to: checking materials in and out, creating library cards for new patrons, managing patron accounts, communicating clearly with patrons about lending expectations.

- Monitor library security cameras and process footage as directed.
- Report safety and security issues to Branch Managers and Chief Information Officer.
- Coordinate appropriately with local emergency services and involve community support personnel when necessary or when directed.
- Respond appropriately, calmly, and professionally to security and emergency situations as they arise.
- Safely address or dispose of hazards found in or around the library, such as discarded needles, broken glass, or other unsafe materials.
- Assist with staff safety training and protocol development.
- Other tasks as assigned.

KNOWLEDGE/SKILLS

- Strong organizational and communication skills and proven ability to problem solve independently.
- Strong de-escalation skills and the ability to calmly handle tense situations.
- Strong emotional and interpersonal intelligence.
- Strong public servant mindset that is intrinsic to WCPL's culture.
- Cultural competence skills.
- Ability to serve community members of all backgrounds and demographics with empathy and dignity.
- Proficient computer skills and familiarity with Google Suite and Microsoft Office.
- Experience with community outreach and or public services.
- Commitment to providing access and resources to patrons with dignity, safety, and professionalism.
- Willingness to stay current with relevant trainings and certifications such as CPR, First Aid, and the administration of Narcan.

SUPERVISION & ACCOUNTABILITY

- This position is supervised by the Community Outreach Manager and reports to all managers on duty. Works closely with Branch Managers, Chief Information Officer, and Community Resilience Lead.
- This is a non-supervisory position and is expected to provide support to all staff.

SUGGESTED DEGREE OR EQUIVALENT EXPERIENCE

(One or more of the following)

- Experience working in a library setting in a services or outreach capacity.
- Experience working in a nonprofit, community center, or public service job.
- Experience in a security related role.
- Bachelor's degree in applicable/related field.

ABILITIES

- Able to communicate effectively with others, orally and in writing, including through email.
- Ability to uphold and enforce library standards and policy.

- Ability to render aid to patrons or staff appropriate to level of training when needed.
- Ability to report to a team and execute system initiatives.
- Able to identify and translate community members' needs and interests into effective library services.
- Able to establish and maintain effective working relationships with co-workers, supervisors, patrons, and community partners, and to serve the public courteously.
- Able to be flexible and pivot toward ever changing community needs and priorities.
- Able to recognize and set priorities, and to use initiative and independent judgment in a variety of situations.
- Willing to learn and stay current with emerging technology, including digital media.
- Must be able to (repeatedly) lift and carry bags of books/boxes/tables weighing up to 40 pounds.
- Must be comfortable both speaking in front of a group and working closely with patrons in a one-on-one capacity.
- Must be able to drive a car and hold a valid driver's license.
- Must be available to work evenings and weekends.