



Human Resources

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Duluth, Minnesota 55802



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DATE: May 4, 2022
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: New & Revised Job Classification of Library Safety Specialist

**RECOMMENDATION:
APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF LIBRARY SAFETY SPECIALIST.**

Background Information/Outline of Duties

The Library Safety Specialist is a new position recently created to help support the Library's mission of being a safe and welcoming environment for everyone in the community. The library envisions hiring two half-time staff members to work a staggered schedule at the Main Library Monday through Saturday. The position will be responsible for greeting patrons, helping ensure that they understand and follow the library's behavior policy, and de-escalating situations as needed.

It was recently determined that a few key duties were missing from the original job description so these duties were added to include participation on committees and task forces, assistance with staff training, and identification of banned and trespassed individuals reflecting the importance of this work within the position.

The revised job classification was discussed with the Union and incumbents, and all are agreeable to the proposed revisions for this job description.

The Library Safety Specialist will provide a safe and welcoming environment for all people using the Duluth Public Library by greeting patrons, explaining rules and procedures to library patrons, monitoring the library for appropriate patron behavior, de-escalating situations as needed.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classification and description for Library Safety Specialist.

Library Safety Specialist

SUMMARY/PURPOSE

To provide a safe and welcoming environment for all people using the Duluth Public Library by greeting patrons, explaining rules and procedures to library patrons, monitoring the library for appropriate patron behavior, de-escalating situations as needed.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Circulate continuously among public service areas of the library and outside around the library in all types of weather, monitoring areas to uphold library's policies and procedures.
2. Greet patrons, direct them **and answer questions** as necessary, and respond to staff calls for assistance. Enforce library behavior policy and support other library staff in their enforcement of the policy.
3. Develop rapport with library patrons in order to create a welcoming environment. Interact respectfully and calmly with the public **at all times**, even in stressful encounters.
4. Defuse tense situations and report suspicious behavior to supervisors.
5. Complete reports and communicate with library supervisors and staff regarding incidents, bans, and trespasses. **Stay up-to-date on current library bans/trespasses. Identify any banned/trespassed individuals coming into the building, and alert a supervisor or the police.**
6. Assist patrons and staff in emergency situations relating to security and safety.
7. **Participate in staff committees and task forces as assigned.**
8. **Assist with staff training.**
9. Provide access to public meeting rooms and study rooms, as needed.
10. Serve as an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
11. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. High school diploma or GED and a minimum of three (3) years of related education and/or full-time, verifiable professional experience in field such as social work, psychology, counseling, street outreach, human services, security or law enforcement. Associate's Degree preferred. Previous work experience in position(s) with frequent public contact preferred.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
 - B. Possession of a valid first aid and CPR certification, or ability to obtain certification within 60 days of employment. Ability to, with training, operate AED and administer Narcan.
3. Knowledge Requirements
 - A. General knowledge of crisis management, problem-solving, and conflict-resolution techniques.
 - B. Knowledge of applicable safety requirements.
 - C. Knowledge of, or the ability to learn, City and Library policies and procedures.

4. Skill Requirements

- A. Skill in providing outstanding customer service.
- B. Skill in observing people and the surrounding environment.
- C. Skill in conflict resolution and de-escalation.
- D. Skill in communicating and developing rapport with a diverse population of library patrons, including people of all ages, backgrounds, and life experiences.
- E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, modern office equipment, and security camera software.
- F. Skill in managing one's own time.
- G. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- A. Ability to remain alert and attentive, anticipate potential disruptive behavior and safety threats, take preventive action, and exercise good judgment about when to contact the authorities.
- B. Ability to handle a wide variety of activities and confidential matters with discretion. Ability to respect and maintain library patron privacy.
- C. Ability to exercise good judgment when balancing safety authority with need to maintain friendly, welcoming library environment.
- D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- G. Ability to understand and follow instructions.
- H. Ability to problem-solve a variety of situations.
- I. Ability to set priorities and complete assignments on time.
- J. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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