



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

 218-730-5210
 hrinformation@duluthmn.gov

DATE: October 1, 2024
TO: Civil Service Board
FROM: Aimee Ott
Human Resources Generalist
SUBJECT: New Job Classification of Library Safety Specialist Coordinator

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

Background Information/Summary of Job

The new job classification of Library Safety Specialist Coordinator is being created to primarily lead the work of the Library Safety Specialist team and will play a lead role in providing a safe and welcoming environment for all people using the Duluth Public Library. This position will be responsible for organizing and maintaining relevant documentation regarding incidents that take place at any library locations, and will coordinate and support safety-related planning, training, and decision-making library-wide.

The proposed job description has been shared with the Basic Union, and they are supportive.

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 Coordinator.

Library Safety Specialist Coordinator

SUMMARY/PURPOSE

To play a lead role in providing 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, and de-escalating situations as needed. This position coordinates and supports safety-related planning, training, and decision-making library-wide. It leads the work of the Library Safety Specialist team by assisting with training and scheduling. This position is responsible for organizing and maintaining relevant documentation regarding incidents that take place at any library locations.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Working under the general direction of a Library Supervisor, lead and oversee library safety activities and staff.
2. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
3. Perform Library Safety Specialist duties, including circulating continuously among public service areas of the library, responding to staff calls for assistance, supporting library staff in their enforcement of policy, and developing rapport with library patrons.
4. Develop and foster relationships with community partners to help increase library safety.
5. Interact respectfully and calmly with the public at all times, even in stressful encounters.
6. Defuse tense situations and report suspicious behavior to Person-in-Charge.
7. Complete reports and communicate with Library Supervisors and staff regarding incidents, bans, and trespasses.
8. Update and maintain Library's files of violation reports and any lists of trespassed individuals.
9. Identify any banned/trespassed individuals coming into the building, alerting Person-in-Charge or the police.
10. Assist patrons and staff in emergency situations relating to security and safety.
11. Develop, coordinate, and assist with safety training for staff.
12. Participate in staff committees and task forces as assigned.
13. Be 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.
14. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
15. Provide training on new or modified procedures and policies to all affected parties.
16. Coordinate and perform library safety functions and programs for the City.
17. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
18. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.

19. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
20. 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. A minimum of three (3) years of related education and/or full-time, verifiable professional experience in the field of social work, psychology, counseling, street outreach, human services, security, or law enforcement.
 - B. Associate's Degree preferred.
 - C. Previous work experience in positions 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.
 - C. 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, or the ability to learn, City and Library policies and procedures.
 - C. Knowledge of problem-solving and conflict-resolution techniques.
 - D. Knowledge of applicable safety requirements.
 - E. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - F. Knowledge of effective leadership and personnel practices.
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, and modern office equipment.
 - F. Skill in managing one's own time and the time of others.
 - G. Skill in completing assignments accurately and with attention to detail.
 - H. Skill in mediation and dispute resolution.
 - I. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- J. 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.
 - C. Ability to respect and maintain library patron privacy.

- D. Ability to exercise good judgment when balancing safety authority with need to maintain friendly, welcoming library environment.
- E. 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.
- F. Ability to communicate and interact effectively with members of the public.
- G. Ability to communicate effectively both orally and in writing.
- H. Ability to recognize, analyze, and solve a variety of problems.
- I. Ability to organize and prioritize work while meeting multiple deadlines.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to work successfully as a member of a team and independently with minimal supervision.
- L. Ability to train and lead others.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to enforce safety rules and regulations.
- O. Ability to maintain confidential information.
- P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Q. 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.

HR: AO	Union: Basic	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution: