



JOB TITLE		DEPARTMENT	JOB LEVEL
Security Guard		Security Services	5
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-time Non-exempt	Director of Security Services	n/a	

POSITION SUMMARY

Under the general direction of the Director of Security Services, performs all security related work at the Main Library and branches. Must exercise sound judgment in interpreting established library policies and procedures with the ability to take decisive action in dealing with situations involving the public and/or staff. Responsible for monitoring and maintaining building and property security, ensuring a safe and orderly environment for the staff and public.

ESSENTIAL RESPONSIBILITIES

- Patrols inside and outside library buildings, making continuous rounds of all public and staff areas
- Interprets and executes library policy to preserve an orderly environment, ensuring public, staff, building, and property safety and security
- Enforces correction of minor policy infractions by giving verbal warnings to customers and expels disruptive users from the building when necessary
- Responds to alarms and calls of distress from library staff
- Identifies suspicious library users and monitors their behavior
- Explains the library’s safety and security policies to the public and staff while maintaining a pleasant and courteous manner
- Assists in monitoring the library theft detection and electronic video surveillance system
- Tracks and writes reports of daily activities and irregularities
- Writes complete and accurate Incident Reports, including photos for unusual and disruptive incidents, accidents, injuries and building damage
- Calls police or fire departments in cases of emergency
- Regulates and monitors the buildings’ security systems
- Performs variety of building maintenance functions as needed
- Makes recommendations to Director of Security for improved safety and security measures
- Develops and maintains collaborative working relations with staff, customers and outside organizations to provide a safe and welcoming library environment
- Continues professional development in the safety and security field by attending workshops and meetings to maintain expertise
- May drive to other library locations (Rakow and South Elgin) to perform security rounds
- Other library and security-related duties as assigned

KNOWLEDGE / SKILLS / ABILITIES

- Excellent interpersonal skills with a pleasant and courteous manner in dealing with the staff and public
- Ability to take direction from and work with the Director of Security Services, as well as all levels of library staff
- Ability to interpret developing situations quickly and objectively
- Must have the ability to react calmly with composure under stressful and difficult situations
- Strong written communication skills to write objective and accurate reports
- Must be tactful and respect confidentiality of library customers and staff
- Must have working knowledge of Microsoft Office, e-mail applications, and security-related software and devices
- Represents the library in a professional manner
- Ability to create a welcoming environment and relate easily to individuals of diverse ages and backgrounds
- Ability to prioritize and manage time efficiently and effectively
- Must be able to work independently and collaboratively with others
- Ability to drive a vehicle and hold a valid Illinois driver's license and insurance
- Adapts well to changes in existing practices, routines, and workflows with patience, tact and professionalism

EDUCATION/EXPERIENCE QUALIFICATIONS

- High school diploma or equivalent
- Valid Illinois driver's license and vehicle insurance required
- Maintain current CPR/AED qualifications
- Evidence of responsibility in at least one place of employment
- Previous experience working in security, police, fire or military fields is preferred

TOOLS/EQUIPMENT

Use of the following equipment: computer and mouse, construction and book carts, calculator, camera, security camera software, TV/DVD, public address system, telephone, hand-held two-way communication radio, emergency radio equipment, utility vehicles, Blue Point Emergency Alert System, CPR/AED equipment.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Remains alert and vigilant during work periods
- Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations
- Must have visual ability to see computer screen and manual dexterity to operate keyboard and mouse
- Ability to continually walk throughout the library's indoor and outdoor areas, including walking up and down stairs
- May be exposed to outside weather conditions for brief periods of time
- Must be able to stand for extended periods of time during work period
- Must be able to lift and carry items weighing up to 40 pounds
- Must be able to reach a height of greater than 60 inches

- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to bend and stoop to reach lower areas
- Must have flexibility to work a varied schedule, which may include weekdays, evenings, weekends, or extra hours, as needed to meet departmental needs

- The scope of the job may change as necessitated by the library's operational demands