

Library Security Monitor

Direct Supervisor: ~~Public Services Manager~~Deputy Director
Department: Mead Public Library
Version Date: ~~February 6, 2024~~July 14, 2025
Salary Grade: 7
FLSA Status: Non-Exempt, Not Represented



Position Summary:

Under the direction of the ~~Public Services Manager~~Deputy Director, oversees daily safety operations of the library. The work involves promoting a welcoming and helpful library atmosphere, ensuring patrons follow all facility rules, policies, and City ordinances, resolving conflicts, and supporting patrons and staff so that library users have a positive experience. Uses effective techniques for working with patrons experiencing mental health, substance abuse, unstable housing, or other issues impacting behavior. ~~Actively connects with patrons to build productive relationships.~~ This is an "observe and report" security role, with a strong emphasis on customer service, relationship-building, and maintaining a safe, welcoming environment for all. Security monitors are visible and approachable, contributing to a calm and respectful atmosphere through consistent presence and positive interactions. - ~~A desire to help your community, strong communication skills, the ability to work as part of a team, and flexibility are necessary to be successful in this position.~~

Essential Responsibilities:

1. Conduct routine, non-intrusive walkthroughs of the library and exterior property to maintain visibility and deter disruptive behavior.
2. Monitor activity and observe patron conduct to ensure compliance with library policies in a calm and respectful manner.
3. Serve as a friendly and helpful presence—approachable to both staff and patrons.
4. Provide timely reports of incidents, concerns, or unsafe conditions to supervisory staff and/or emergency responders when needed.
5. Encourage voluntary compliance with library rules through courteous reminders and de-escalation techniques.
6. Document incidents factually and clearly using standardized reporting procedures.
7. Support a positive public environment by building respectful relationships with patrons from all walks of life.
- ~~1. Collaborate with staff when assistance is requested, offering a steady and reassuring presence during challenging interactions. Works with library staff to respond to incidents occurring on library property.~~
- ~~2. Patrols and secures assigned areas of the facility for patron safety and well-being; monitors patron activity in the library and on library property to maintain an appropriate environment consistent with the library's policies.~~
- ~~3. Informs library users on appropriate behaviors and enforces the library's Code of Conduct.~~
- ~~4. Intercedes with patrons who fail to comply with the law and/or Library rules and policies by both de-escalating sensitive situations and issuing exclusions to patrons when needed.~~
- ~~5. Works with local law enforcement, and/or emergency medical services as needed.~~
- ~~6. Prepares exclusion and incident/accident reports.~~
- ~~7. Builds relationships with patrons of all ages to encourage positive interactions between library users and staff.~~
- ~~8. Provides assistance and backup to staff as needed.~~

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Education & Experience:

1. High school diploma or equivalency is required.
2. Six months experience in a high-volume, customer-service position is preferred; familiarity with public spaces, community centers, or library environments a plus-
3. One (1) year of recent experience in maintaining, supporting and/or working in safety and/or security environment is strongly preferred.

Qualifications & Skills:

1. Broad cultural competency knowledge and skills, and ability to work effectively with a culturally diverse community.
2. Ability to problem solve and make sound judgments.
3. Ability to fairly and consistently apply library's policy on appropriate library use.
4. General knowledge of standard safety practices.
5. General knowledge of Trauma Informed Care practices.
6. Problem solving, negotiating and handling stressful situations positively.
7. Utilizing independent judgement and taking independent action within scope of responsibilities.
- ~~8. Basic computer skills and ability to learn reporting tools. Experience and understanding of working with a diverse population.~~
- ~~• Experience working with youth and families.~~
- ~~• Proficiency with computers and other technology is required, including, but not limited to:~~
- ~~• Using a Web browser and conducting basic web searches~~
- ~~• Navigating a Windows environment and use of standard Microsoft software, email and calendars; using a variety of web-based resources such as Google Suite.~~
- ~~• Monitoring and responding to multiple communications streams concurrently (e.g. email, Slack, phone calls, radio)~~
- ~~• 8.~~

Post Job Offer Requirements:

Job offers for this position are contingent on the individual passing a pre-employment drug screen and background check.

Work Environment:

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

1. Scheduling requires availability during any library operating hours, including evenings and weekends. Although a weekly schedule is established, the needs of the library may require scheduling changes and flexibility.
2. Constant navigation of library property and computer use are required.
3. Manual dexterity, clear speech, hearing acuity, and correctable vision are required.

Department Summary:

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The Mead Public Library provides quality services, resources, and lifelong learning opportunities to meet the needs and interests of our diverse community. The function of the Mead Public Library is to serve our customers in a way that establishes a relationship of mutual gratitude – our gratitude for our customers' patronage, and our customers' gratitude for the quality and value they receive.

Acknowledgement:

The job description includes the essential responsibilities of the position and is not to be construed as all-inclusive. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment to the 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.

My signature below is both an acknowledgement of my understanding of the job description for this position, as well as my commitment to uphold and promote the mission, vision, and core values of the City of Sheboygan, and work to fulfill the six values of the City's Strategic Plan.

Employee Name:_____ Employee Number:_____

Employee Signature:_____ Date:_____