



# SECURITY GUARD

## **DESCRIPTION:**

**Under the general supervision of the Library Director, the Security Guard monitors the building and grounds, greet customers in a friendly manner, assists with general library use. The security guard enforces the Library's Code of Conduct and helps customers with lost personal items, illnesses or emergency situations. The security guard also helps with opening library buildings and securing buildings at closing.**

## **DUTIES: (include but not limited to)**

- Conducts roving patrols of all areas of the library building and grounds, maintaining high visibility to deter inappropriate behavior, and ensure a safe, reasonable quiet and comfortable environment for customers and staff.
- Reports in with the librarian -in-charge to be briefed on any current situations or issues.
- Able to respond to and effectively address significant incidents, recognizing and referring situations best handled by law enforcement.
- Interacts effectively with all age groups in order to establish a positive environment based on respect and responsible use of the library.
- Acknowledges negative behavior through redirection and providing positive choices for customers therefore ensuring customers continue to have a successful library experience.
- Monitors violations of the Library's Code of Conduct. Advises customers of inappropriate behavior that may result in further action and possible suspension of library privileges.
- Escorts disruptive customers from library premises; call police when necessary.
- Helps customers with lost personal items, illnesses, or emergency situations.
- Informs customers personal belongings can not be left at library and unattended belonging will be disposed of.
- Locks and secures the building at closing; ensures safety of staff as they leave the building.
- Assists during weather emergencies, guiding library customers to the sheltered areas.
- Observes and reports matters pertaining to library building condition and maintenance.
- Observes and acts appropriately when faced with fire or other emergency life threatening situations.
- Completes incident reports as required.
- Assists with emergency preparedness drills.
- Participates in departmental and library-wide training and activities, including technology training when needed.
- Other library and security related duties as assigned.

## **REQUIREMENTS**

- Outstanding customer service demeanor and represent the library in a professional manner.
- Ability to exercise discretion appropriate to various circumstances.
- Must be able to work independently and collaboratively with others.
- Excellent written and oral communication skills.
- Ability to remain calm and communicate effectively with all segments of the population, including during times of high stress or emergency.
- Demonstrated ability to accomplish timely high-quality work, handle a variety of duties, adapt to changing demands and priorities.
- Ability to stand and walk for long periods, including walking up and down stairs.
- Ability to work with library customers and staff in a friendly and efficient manner.
- Knowledge of fire and security alarm systems.
- Monitor the library through closed circuit television system (CCTV)
- Ability to maintain reliable attendance and regular schedule.
- Flexibility to adapt to changing situations and to vary work schedule
- Good vision and hearing.
- Manual dexterity to operate computer and phone equipment.
- Physical ability to lift materials weighing up to 50 pounds, be able to bend over 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 library needs.
- Valid drivers' license.
- Satisfactory criminal background check.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

- High school diploma or GED
- Prior security experience preferred
- Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities

**EVALUATION:** The Security Guard will be evaluated annually by the Library Director.

The Security Guard's job also includes any other duties that are requested by the Library Director or that are essential in ensuring that the Centralia Regional Library provides the best possible library service to the District and its patrons.

**Note:** This job description is not an employment contract. The Library Board of Trustees and/or its designated representative reserve the right to alter this job description at any time without notice.