

Thomas Crane Public Library

Safety Officer

General Statement of Duties

The Safety Officer helps ensure a safe, secure and welcoming experience for Library visitors and staff.

Supervision Received

Works under the direction of the Assistant Library Director.

Responsibilities

Within the framework of established Library policies, procedures, and values: proactively monitors Library facilities, assists visitors and staff, and responds sensitively and appropriately to policy violations, including inappropriate visitor behavior; Communicates effectively with visitors, staff, first responders, and community partners; and protects the Library's physical materials, furniture, equipment, and premises.

Principal Duties

- Patrols the Library buildings and grounds to maintain a safe and comfortable environment and treats all visitors with courtesy and respect.
- Helps visitors feel welcome, provides information and directions, and refers questions to appropriate Library staff.
- Assesses potential safety risks, understands and interprets Library policies and procedures fairly and consistently, responds proportionately to policy violations and inappropriate visitor behavior, and de-escalates tense situations.
- Communicates with City departments and local service providers working in the areas of law enforcement, public safety and security, homelessness, substance abuse, and mental health services, under the direction of administrative and/or adult services staff.
- Responds to staff calls for assistance; initiates calls for assistance to first responders, and assists in emergency situations.
- Patrols and monitors the public and staff parking areas; tickets vehicles in violation of city parking regulations.
- Documents incidents, submits reports, and reviews incident reports submitted by other staff, as needed.
- Opens, closes and secures the buildings.
- Surveys facilities for security problems and hazardous conditions and reports them to the Library Director.
- Uses technology with confidence to communicate, find, and review information.
- Monitors building and room capacity, including alerts from occupancy monitoring systems, and responds appropriately.
- Recommends safety-related policy and procedure changes when appropriate.
- Accesses and reviews video surveillance data in accordance with Library policy and any applicable laws, rules and regulations.
- Represents the Library in court appearances as needed.

- Participates on Library staff committees and attends in-service trainings; assists with staff trainings related to Library safety procedures.
- Performs other duties as assigned.

Qualifications

Education and Experience

- High School diploma or equivalency required
- Undergraduate coursework in criminal justice, sociology or related fields strongly preferred
- At least one year of full-time or part-time equivalent experience in public safety, public service security, and/or law enforcement with significant public contact

Knowledge, Skills & Abilities

- Ability to balance safety and security with library principles and best practices regarding access, privacy, inclusion, and equitable and friendly service
- Ability to analyze potential problem situations quickly and objectively, determine and take appropriate action as required, act calmly and with composure under pressure, and de-escalate tense situations effectively
- Positive customer service attitude, professional demeanor, and the ability to be friendly, courteous and tactful with a diverse population
- Strong oral, written and interpersonal communication skills, including the ability to communicate effectively in both oral and written English
- Working knowledge of common office computer applications, including email and word processing software, and the ability to learn new applications such as security camera and door access systems
- Ability to work independently with limited supervision and to exercise initiative and good judgment in the performance of duties
- Ability to establish and maintain effective working relationships with all levels of library staff in a team setting
- Ability to work collaboratively with other city departments and community agencies
- Ability to adapt to a rapidly changing environment, and be flexible to meet staffing situations
- Must possess a valid Massachusetts Class D driver's license and have an acceptable driving record.
- Must pass a Criminal Offenders Record Information check

Physical Demands & Work Environment

Physical Demands

While performing the duties of this job, the employee is frequently required to:

- Walk for extended periods of time, and bend, stoop, reach, sit, stand and climb stairs
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- Lift and carry up to 50 pounds, and operate a variety of machinery and equipment, including computers, printers, copiers, etc.
- Have the capacity to be easily understood on voice telephone

- Vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus

Work Environment

While performing the duties of this job, the employee will encounter emergency situations, including behavioral issues and medical events. The job involves working a varied schedule, including evenings and weekends, both indoors and outdoors and in weather extremes, and assignment at a variety of library facilities. The employee must be willing and able to travel between branch locations and to attend meetings and trainings outside the library.

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