Library Safety Specialist (Security)

Portland Public Library is seeking a Library Safety Specialist.

Reporting to the Library Safety Manager, this position works with the Library staff in various departments and patrons to ensure a welcoming and safe environment for all. The Library Safety Specialist serves the Library's patrons and staff by watching over their safety and addressing emergent security situations. The Specialist consults and coordinates with other Library staff as needed and exercises independent judgement to determine the appropriate course of action. The Specialist also works closely with the Community Resource Coordinator(s), the Facilities staff, and lends support when needed. As a member of the Library Safety team, this position reports to the Library Safety Manager.

This is a full-time, 37.5 hour per week onsite position. This position is Tuesday to Saturday. Pay range begins at $21.08/hr. Excellent benefits include health, dental, vision, retirement, and paid leave.

Nature & Scope

1. Assists all Library staff in maintaining a safe and welcoming atmosphere in and around Library property.
2. Closely monitors the Library's safety through regular walking rounds throughout the open spaces, interacting with patrons, checking in with service desks, and monitoring public bathrooms.
3. Exercises excellent judgement, self-control, and clear and respectful communication in assessing situations and determining appropriate intervention measures which may include de-escalation, conflict management, referrals to community resources, removal, and/or seeking the assistance of the Police when necessary.
4. The Specialist also monitors and utilizes the Library's security camera system and two-way radio to communicate with designated Safety Team.
5. Acts independently and in coordination with the Director of Finance or other Library staff to assure patron's follow the Library's Rules of Conduct.
6. Writes incident reports with accuracy and attention to detail, provides daily incident reporting in the Library Safety blog, and keeps appropriate staff informed about safety issues.
7. Responsible for the performance of routine Library operations such as operating the alarms and public speaker system. May assist Facilities staff with routine duties such as event set-up, opening and closing the building, moving equipment, and deliveries.
8. Acts as extended-hours staff for receptions and special events.
9. Performs as a safety leader during emergencies such as building evacuations and safety drills.
10. Follows the procedures outlined in the Library's Emergency Procedures Manual and coordinates

with emergency personnel to help patrons and staff during medical or other safety emergencies.

11. Meets with police and social service agency personnel as needed to coordinate on issues and responses related to patrons.
12. Seeks opportunities for personal and professional development.
13. The incumbent may be responsible for managing and participating in special projects.
14. Performs other related duties or tasks as required

Basic Qualifications

- Strong commitment to serve the community, ability to assess difficult situations, exceptional interpersonal and relationship-building skills, high level of self-awareness, and multi-cultural competency
- Experience in safety, strong de-escalation skills, and maintaining security
- Comfortable to work independently and maintain a schedule of safety monitoring with minimal supervision
- Comfort communicating both verbally and in writing with all members of the public
- Comfort using computers, Microsoft Office, and email, and open to learning new software
- Conversational ability in English and additional language(s) preferred
- Experience working with differently-abled individuals and mental health challenges preferred

Physical Demands

This position requires regular use of computers, security Cameras and other Library Safety Tools. This position requires regularly moving through the service areas and lifting.

Work environment

- This position is performed in a busy and diverse public library environment. The library hours vary and this position may include occasional evening and weekend hours.
- This position requires some lifting, extensive walking, and good physical stamina to perform duties noted above.
- Requires regular use of a computer.
- Public interaction sometimes involves working with people with physical or cognitive challenges, or those for whom English is not the first language.
- This position is union-represented.

Compensation & Benefits

Hours & Pay: This is a union-represented, full-time, **37.5 hours per week** onsite position, normally scheduled to work Tuesday-Saturday. **Pay begins at $21.08/hour** at the entry level.

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at careers@portlib.org.

Mailed applications may be sent to: Human Resources, Portland Public Library, 5 Monument Square, Portland, ME 04101.

About PPL

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.