LIBRARY MONITOR

I. **Summary:**
Understands and follows the mission and values of NPL. Performs duties to monitor and secure library facilities and property for users and staff in compliance with Library Policy #310, General Rules of Conduct. Collaborates with other staff as needed and assists in creating a positive environment.

Under general direction:

1. Makes interior and exterior rounds of the library to ensure that the facility is appropriately locked and secure.

2. Inspects for maintenance issues and reports them to the appropriate party on a timely basis. Interacts and works with library vendors as needed.

3. Monitors the activities of library users through patrols and observation. Circulates among users and employees to preserve order and protect property. Interacts with users offering assistance as needed. Assists users in interpreting Policy #310 – General Rules of Conduct and utilizes diplomacy when enforcing library policies.

4. Independently addresses and corrects behavioral situations and enforces appropriate action on users who do not comply with Policy #310. Warns persons of rule infractions or violations and assists employees in revoking library privileges, including evicting violators from premises, if warranted.

5. Assists/Performs the preparation and setup of meeting rooms, including all tables, chairs, audio visual equipment, and Riverwalk setup as needed.

6. Performs basic building operation functions, including but not limited to routine housekeeping, such as picking up trash during the rounds, restocking restrooms and ensuring that they are clean, and performs routine or periodic maintenance facility and grounds services and repairs, as requested.

7. Effectively communicates and assists Persons in Charge (PICs) and outside agency representatives (Police and Fire) as needed in handling incidents as necessary. Writes incident reports as appropriate.

8. Ensures that fire exits and emergency egress routes are kept clear and unobstructed.

9. Uses appropriate library communication equipment and methods to perform duties effectively and thoroughly.

10. Supports Public Services during emergency situations to ensure user and staff safety.

11. Uses personal computer, current software and other common office equipment.

12. Performs other related duties and special projects as assigned.

Implemented: 1/02; Revised 12/06, 7/08, 12/11, 1/13, 7/13, 9/14.
II. **Responsibilities:**

Provides quality customer service and performs assigned departmental duties. Collaborates on programs/projects with all NPL staff and assists in creating a positive environment for users and staff.

III. **Competencies:**

To perform the essential functions of this position successfully, an individual needs to demonstrate the following competencies:

1. **Technical Skills** – Uses multiple tools to answer questions, uses common office equipment & relevant computer software (MS Office Suite) for daily tasks, communication and to maintain workflow. Basic knowledge of HVAC controls. Keeps current in relevant technology.

2. **Oral and Written Communication** – Demonstrates strong verbal communication in responding to user situations and staff questions. Uses clear written communication to share important information with coworkers in a timely manner. Establishes rapport with vendors, users and staff. Must be able to observe and prepare written reports in a clear and concise manner.

3. **Critical Thinking** – Uses problem solving skills to assist in determining priorities, finding timely solutions to departmental or system-wide issues and providing quality customer service.

4. **Customer Service** – Provides quality assistance to staff by seeking to understand their needs and providing relevant support. Remains calm even in stressful conditions.

5. **Collaboration** – Successfully collaborates on projects and programs with staff members.

6. **Accountability** – Takes responsibility for consistent completion and follow-up on departmental jobs and providing excellent customer service.

7. **Flexibility** – Responsive to change and demonstrates adaptability. Ability to work evenings and weekends or work at another facility, as needed.

8. **Positive Approach** – Maintains a positive approach while doing daily tasks and when faced with adversity. Encourages and recognizes the contribution of others.

9. **Global Thinking** – Looks for ways to provide quality support to promote library services.

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Implemented: 1/02; Revised 12/06, 7/08, 12/11, 1/13, 7/13, 9/14.
UNIT II
09591/NE-28
NON-EXEMPT

LIBRARY MONITOR

TOTAL POINTS: 245
GRADE: 6

FACTORS

KNOWLEDGE
Knowledge of mathematics, English and grammar. Equivalent to a high school degree plus some additional specialized training and relevant experience equal to 2 years of college; basic computer skills. Basic knowledge of HVAC controls.

EXPERIENCE
Over 6 and up to 9 months.

COMPLEXITY OF DUTIES
Diversified duties involving an intensive knowledge of a specialty field, and the use of a wide range of procedures. Requires the use of judgement in the analysis of facts and circumstances surrounding individual problems and transactions and in the determination of actions to be taken within the limits of standard or accepted practice in monitoring library facilities to maintain security and compliance.

SUPERVISION RECEIVED
Under direction where definite objectives are established; plans and arranges a significant portion of own work, referring only unusual cases to supervisor or others.

ERRORS
Probable errors may be serious, where most of the work is not subject to direct verification or check. Loss is usually a one time occurrence with limited lasting impact.

CONTACTS WITH OTHERS
Outside and/or inside contacts involving carrying out organization policy and programs and influencing others where improper handling will have a marked effect on operating results; or contacts involving dealing with persons of substantially higher rank on matters requiring explanation, discussion, persuasion and obtaining approvals. Considerable tact required in most duties or tasks performed to achieve results.

CONFIDENTIAL DATA
Works with confidential data such as process, service and product costs or schedules which, if disclosed, might have a significant effect or minor external effect.

MENTAL ATTENTION, VISUAL DEMAND, AND MANUAL DEXTERITY
Flow of work and character of duties involves normal mental and visual attention much or all of the time; Ability to speak, hear; stand/walk actively patrolling assigned area for long periods of time; must occasionally lift up to 40 lbs

WORKING CONDITIONS
Typical library environment; may travel to different locations; valid Illinois driver’s license; may be exposed to outside weather conditions.

Implemented: 1/02; Revised 12/06, 7/08, 12/11, 1/13, 7/13, 9/14.