

JOB TITLE: Full-Time Monitor

DEPARTMENT: Building and Security Services

CLASSIFICATION: Group 4

STATUS: Non-Exempt

GENERAL STATEMENT:

Under the supervision of the Head of Building and Security Services, the Monitor's work involves maintaining the security of the building and monitoring the behavior of library visitors. This person deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment. In the absence of the Head of Building and Security Services this person is responsible for the daily operations of the department as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the values of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all.
3. Understands and carries out the library's policies and procedures, while safeguarding confidential and restricted information.
4. Provides surveillance and operates the DVR security system.
5. Makes regular rounds of all floors.
6. Responds to staff requests for assistance.
7. Remains alert to any emergency situation involving patrons, library staff and/or library facilities and takes appropriate action.
8. Remains alert to loss of or damage to library property and materials and takes appropriate action.
9. Prepares and completes incident reports by end of shift.
10. Performs opening and closing procedures.
11. Performs minor cleaning and repairs and resolves building problems as needed.
12. Coordinates and logs room setups and tear-downs for scheduled programs.
13. Answers building emergency calls.
14. Manages crowd control at special events.
15. Maintains Security office log books.
16. In winter, shovels minor accumulations of snow from walkways leading to building and spreads salt or sand as needed.
17. Escorts patrons and staff to vehicles upon request.
18. Maintains neatness of public areas including desks, counters, shelves, tables and personal space.
19. May perform room set ups and teardowns for scheduled programs.

20. May perform AED, CPR and BBP clean up.
21. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

1. High School degree.
2. Two years experience in security work.
3. Valid Illinois driver's license.
4. Ability to work evenings, weekends and holidays.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to establish and maintain effective work relationships with staff and patrons.
2. Ability to perform excellent customer service and to communicate general library policies and procedures to the public.
3. Ability to handle detail and a wide variety of tasks.
4. Ability to perform duties without direct supervision.
5. Ability to handle problems diplomatically and firmly and to maintain a comfortable level of order in the library.
6. Ability to remain calm in difficult situations.
7. Ability to interpret library rules and regulations to library patrons.
8. Knowledge of basic computer skills and appropriate software applications.
9. Knowledge of the methods, materials and equipment used in custodial and building maintenance work.
10. Knowledge of current building safety practices.
11. Willingness to learn new skills.

TOOLS/EQUIPMENT USED:

A variety of hand and power shop tools, including, but not limited to, snow blower, power washer, carpet extractor, vacuum cleaner, mops, and brooms.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to climb ladders and stairs, balance, stoop, bend, lift and operate all equipment necessary to complete custodian assignments.

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

and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift up to 50 pounds. The employee must be able to transport/move up to 150 pounds of library materials from one location to another.

The employee will be required to lift, set up, and take down meeting room tables and chairs.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Sometimes exposed to heights, wet or humid conditions, fumes, airborne particles and toxic cleaning chemicals.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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