

# LIBRARY SECURITY INVESTIGATOR

Working Title = "Library Security Specialist"  
Recruitment #2103-2619NR-001

<b>List Type</b>	Original
<b>Requesting Department</b>	LIBRARY
<b>Open Date</b>	4/15/2021 08:45:00 AM
<b>Filing Deadline</b>	5/7/2021 11:59:00 PM
<b>HR Analyst</b>	Marti Cargile

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## INTRODUCTION

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.*

*The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.*

*The Milwaukee Public Library (MPL) offers a dynamic, innovative work environment where each employee contributes to making the Library the best Third Place possible – Inspiration starts here, we help people read, learn and connect!*



## PURPOSE

The Library Security Investigator assists in implementing the overall security program for the Milwaukee Public Library (MPL) system, including providing security training to contracted security officers and MPL staff members and assisting in responding to security incidents.

## ESSENTIAL FUNCTIONS

### Security Program Implementation

- Support the Security Manager in implementing the overall MPL security program.
- Work with patrons who are causing disruptions in person or over the phone.
- Provide backup to security officers and to the Library Security Operator.
- Promote security awareness throughout the system by identifying training needs, developing training programs, and conducting training for contracted security officers and MPL staff.
- Assist with patrol duties, security services, security officer scheduling, and billing.

### Investigatory Duties

- Investigate and assist with security incidents using library security software.
- Write and submit narrative and statistical reports regarding investigations.
- As warranted, retrieve delinquent material under consultation with the Security Manager.
- Maintain the surveillance system and work with Facilities and Information Technology (IT) to ensure proper service throughout the system.
- Conduct interviews during investigations with library patrons and the general public.
- Check and compare registration, circulation, and library security records.
- Conduct door/lock audits to verify that doors are working properly.
- Document patron bankruptcy notices and adjust accounts accordingly.

### Professional Responsibilities

- Develop and maintain professional working relationships with law enforcement agencies, public and private security organizations, courts, and probation agents.
- Appear in court as needed to provide evidence in legal matters.

*We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## CONDITIONS OF EMPLOYMENT

**\* The Library Security Investigator is considered essential staff during the current public health emergency.**

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The Library Security Investigator must be willing and able to:

- Work rotating hours, including some weekends and evenings.
- Provide security support for after hours and special events held on MPL property.
- Lift items weighing 10-20 pounds and occasionally exert force to move items weighing up to 50 pounds.

## MINIMUM REQUIREMENTS

1. Three years of full-time investigative experience that involved frequent public contact.
2. Valid driver's license and availability of a properly insured vehicle at the time of appointment and throughout employment (*private automobile allowance may be paid pursuant to Section 350-183 of the Milwaukee Code*).

*Equivalent combinations of education and experience may be considered. For example, college coursework*

*in criminal justice or a closely-related field may be substituted for up to two years of experience.*

**IMPORTANT NOTE:** *To receive credit for college coursework, college transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or sent via email to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov). Applications without college transcripts attached may be considered incomplete and may be rejected. Student/unofficial copies are acceptable; however, your transcripts must be legible and include your college name, your name, the degree completed, and the date completed.*

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### Technical

- Knowledge of proper investigative interviewing practices and methods.
- General knowledge of law enforcement practices.
- Situational awareness and knowledge of best practices for ensuring personal safety in the community.
- Ability to read and interpret job-related documents.
- Written communications skills to be able to write clear narrative reports.
- Ability to use library security software for data management and reporting.
- Ability to analyze data or information and recognize patterns, trends, and problems.
- Presentation skills to be able to conduct security training and appear in court.

### Interpersonal

- Customer service and interpersonal skills to be able to work diplomatically and respectfully with contracted security staff, library staff, and patrons from all socioeconomic, educational, literacy, and cultural backgrounds.
- Listening, persuasion, negotiation, and de-escalation skills.

- Ability to remain alert and calm when assisting contracted security staff with handling challenging and potentially dangerous situations.
- Ability to collaborate effectively with security firms, law enforcement personnel, and probation agents.
- Ability to work cooperatively in a team-oriented environment with people whose backgrounds may differ from one's own.

### **Critical Thinking and Professionalism**

- Critical thinking skills to be able to solve problems and make sound decisions on a daily basis.
- Ability to work independently to plan, organize, and prioritize work.
- Ability to maintain accurate records.
- Honesty, integrity, ability to maintain confidentiality, and responsible stewardship of City resources.
- Ability to support the library's mission, goals, and policies.

### **CURRENT SALARY**

**The current starting salary (5IN) is \$46,347 annually, and the resident incentive starting salary for City of Milwaukee residents is \$47,738 annually.**

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits>.

### **SELECTION PROCESS**

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance

examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE** - The examination will be held as soon as practical after **Friday, May 7, 2021**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

### ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

### CONCLUSION

*EEO 501*

*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*

**Click on a link below to apply for this position:**