



JOB DESCRIPTION

Library Safety Manager



Division: ADMINISTRATION	Primary Location: Main	Union: N/A
Classification:	Paygrade: 40M	\$43.35 – \$52.02 hourly
FLSA Status: Non Exempt	Full time (40 hours/week)	Last Revised: July 2026

General Statement

Under the direction of the Director for Administration and Operations, the Library Safety Manager plans, directs, and oversees the library system's safety and security program to promote a safe, welcoming, and inclusive environment for patrons, staff, volunteers, and visitors. This position is responsible for developing and implementing security policies and procedures, supervising security personnel, leading emergency preparedness and response efforts, analyzing security trends, and collaborating with library leadership, law enforcement, emergency responders, and community partners to support safe library operations. Work will include evening and weekend hours.

Bilingual applicants are encouraged to apply.

ESSENTIAL ELEMENTS

- Establish strategic goals and initiatives for systemwide safety and security services that support the library's strategic priorities.
- Provide excellent customer service and ensure safety and security services are delivered in alignment with library policies, procedures, and values.
- Build collaborative relationships with library leadership, staff, law enforcement, emergency responders, municipal departments, and community partners to support safe library operations.
- Develop, implement, coordinate, and deliver a comprehensive systemwide safety training program for security personnel and library staff. Training topics may include de-escalation, emergency preparedness, active threat response, workplace violence prevention, critical incident management, conflict resolution, trauma-informed practices, security procedures, and other safety-related topics.
- Serve as the library system's principal trainer and subject matter expert on safety, security, emergency preparedness, de-escalation, and workplace violence prevention, ensuring training content remains current and aligned with industry best practices.
- Develop and promote a culture of safety, preparedness, and emergency readiness throughout the library system.
- Promote the use of trauma-informed, customer service-focused, and de-escalation practices to support positive interactions with patrons while maintaining a safe, welcoming, and inclusive library environment.
- Review incident reports, analyze trends, identify recurring issues, and recommend operational or policy improvements to reduce risk and enhance safety.
- Maintain current knowledge of safety and security trends, best practices, and emerging issues through professional development, continuing education, and participation in relevant professional organizations.
- Perform periodic risk assessments and recommend strategies to mitigate potential threats and improve the safety of library facilities, staff, and patrons.
- Develop and implement safety and security policies, procedures, and best practices to support consistent operations across all library locations.

- Handle sensitive security matters professionally while minimizing risk and maintaining confidentiality.
- Direct and supervise security staff, including scheduling, assigning work, hiring recommendations, coaching, mentoring, and staff development.
- Lead the library's response to critical safety incidents and coordinate with library leadership, emergency responders, and other stakeholders during emergencies.
- Actively participate in professional development and contribute to a collaborative work environment built on trust, open communication, accountability, and teamwork.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of the principles, practices, and methods of safety, security, risk management, emergency preparedness, and supervision.
- Knowledge of de-escalation, conflict resolution, and crisis intervention.
- Knowledge of applicable laws, regulations, and best practices related to workplace safety, security operations, and emergency response.
- Ability to develop, implement, and evaluate safety and security policies, procedures, training programs, and operational practices.
- Ability to assess risks, identify potential threats, analyze incident trends, and recommend effective solutions to enhance safety and reduce risk.
- Ability to respond to stressful, sensitive, and rapidly evolving situations with sound judgment, professionalism, and composure.
- Ability to optimize current systemwide safety systems and create improved and updated practices for all branches within the library system
- Strong leadership and supervisory skills, including the ability to motivate, coach, mentor, and develop staff.
- Ability to build and maintain collaborative working relationships with staff, patrons, law enforcement, emergency responders, municipal departments, and community partners.
- Ability to communicate clearly and effectively, both orally and in writing, including the ability to prepare reports, deliver training, and present information to diverse audiences.
- Ability to recognize potentially hostile, hazardous, or disruptive behavior and determine appropriate responses consistent with library policies and safety best practices.
- Ability to work effectively with individuals from diverse cultural, social, economic, and educational backgrounds and to promote a welcoming and inclusive environment.
- Strong observation, problem-solving, and decision-making skills.
- Strong commitment to customer service, professionalism, and confidentiality.
- Ability to work independently and collaboratively as part of a team.
- Ability to learn and effectively use library technologies, security systems, and other job-related software applications.
- Ability to communicate clearly.
- Regular onsite attendance is required.

BACKGROUND REQUIRED

MINIMUM REQUIREMENTS

- Associate's degree in criminal justice, emergency management, sociology, or a related field
 - *Any equivalent combination of education and five (5) years of relevant experience that provides the knowledge, skills, and abilities to perform the required duties of the position will be considered in lieu of the above-mentioned requirements*

- Three (3) years of experience in security, public safety, law enforcement, emergency management, or a related field
- Experience developing and delivering training programs on safety, security, de-escalation or related topics
- Two (2) years of supervisory experience
- Proficient with Microsoft Office Suite
- Excellent communications skills
- Ability to successfully pass CORI/SORI
- Ability to travel between library locations

PREFERRED QUALIFICATIONS

- One (1) year experience in de-escalation techniques, crisis intervention, or conflict resolution
- Two (2) years of customer service experience in a high-volume, urban public or community-oriented setting
- Three (3) years of experience supervising security personnel

PHYSICAL REQUIREMENTS

- Ability to respond quickly to emergency situations
- Ability to walk, stand, and move for long periods of time
- Ability to push book carts and bins loaded with library materials
- Ability to reach and retrieve books at high and low shelf heights
- Ability to stand and or sit for prolonged periods of time
- Ability to perform bending, stooping, lifting, pushing, and twisting
- Ability to perform repetitive hand and arm motions for prolonged periods of time
- Ability to move or lift up to 50 lbs.

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA's "Core Competences of Librarianship" <http://www.ala.org/educationcareers/careers/corecomp> as approved and adopted as policy by the ALA Council, January 27th 2009 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community.

To apply, please visit: www.worcesterma.gov/employment or send resume and cover letter to: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. **OPEN UNTIL FILLED, applications received prior to or on FRIDAY, AUGUST 14, 2026, will receive preference.** Preference is given to Worcester residents. **The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply.** Direct inquiries to: City Hall, Human Resources, Room 109, 508-799-1030, Hiring@worcesterma.gov.