



**Campbell County Public Library**  
*Employment Opportunity Posting*  
*Posted Feb 04, 2026*

**JOB OPPORTUNITY**

JOB TITLE: Patron Safety Liaison

WORKSTATION: Newport

DUTIES: Job description attached.

QUALIFICATIONS: Please see job description for other requirements.

SCHEDULE: Tuesday-Friday 2:30p-6:30p  
Saturdays 11a-3p

COMPENSATION: \$18.25 per hour

CLOSING DATE: Applications will be accepted until the position is filled.

TO APPLY: Apply online: <http://www.cc-pl.org/about-the-library/job-openings>



## Patron Safety Liaison

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REPORTS TO: Newport Branch Manager  
JOB CLASSIFICATION: 5  
STATUS: Non-Exempt  
REVIEWED: 18 Nov 25

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### **BASIC FUNCTION:**

Under the general direction of the Newport Branch Manager, the Patron Safety Liaison performs specialized tasks related to creating a safe and secure environment for staff and patrons; engaging with patrons in a friendly, visible manner to promote a sense of security and accessibility; assisting staff with preventing conflicts from escalating and resolving disruptive behavior; and providing guidance on safety policies, facility rules, emergency exits, and behavioral expectations. The Patron Safety Liaison supports the library's customer service standards, Emergency Procedures, and library use policies. Success in this position requires a visible and professional presence while maintaining constant awareness of patron and staff activities within the library. Duties require independent judgment and action within specific parameters. The security specialist interacts with the public and other staff.

The library expects all employees to observe and develop our core values of: Motivation, Positive Attitude, Respect for Others, Strong Commitment to Customer Service, Sense of Humor, Integrity, Honesty, Tolerance and Flexibility.

### **RESPONSIBILITIES:**

- Immediately responds to reports of emergencies or safety issues and assists where necessary.
- Builds and maintains positive relationships with staff and community members.
- Circulates every half an hour among patrons and employees to preserve order and ensure a positive customer experience and proactively responds to observed situations.
- Works seamlessly with staff members to help develop appropriate plans of action for difficult patron interactions and emergencies.
- Engages with patrons to address issues in order to quickly diffuse and deescalate situations and minimize disruption.
- Prevents loss and damage by reporting irregularities.
- Discusses unacceptable behaviors with patrons, assesses appropriate actions, and escorts patrons from premises if necessary.
- Maintains security of premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points.
- Responds to security presence requests during unusual incidents and takes initiative to deescalate these incidents (e.g., assisting staff in deescalating situations with customers, being a presence in the event of threats against staff, etc.).
- Interprets and communicates the library's policies and procedures to the public in a customer-friendly manner.

- Delivers letters prohibiting a patron's presence on library property due to unacceptable behavior in the absence of the branch manager.
- Prepares accurate and concise weekly reports of all actions taken during shifts.
- Submits incidents reports for all emergency situations, all situations involving loss prevention or the protection of property, and for all interactions with patrons or between patrons and staff that require de-escalation and/or the preservation of order.
- Utilizes e-mail, text, voicemail, and other computer applications and library equipment
- Maintains current knowledge of library policies, procedures, and processes.
- Ensures police or fire departments are notified in cases of emergency, such as a fire or presence of unauthorized persons.
- Responds appropriately and professionally to security and emergency situations as they arise by following established Acceptable Behavior Standards and Emergency Procedures.
- Respects and maintains confidentiality of incidents involving patrons and/or staff.
- Regular, punctual, and reliable attendance is required.
- Perform other duties as assigned.

**EXPERIENCE AND EDUCATIONAL REQUIREMENTS:**

- Associate's degree or a combination of high school diploma/GED and relevant work experience.
- Experience with standard office software, including Microsoft Office products, email, and internet usage.
- At least two years of customer service, public service or social service experience preferred.

**PHYSICAL DEMANDS:** 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.

Individuals may need to sit or stand for extended periods. Ability to communicate orally and in writing effectively. Ability to work under pressure, coordinating multiple responsibilities simultaneously, and meet firm deadlines.

*The job description is not a contract between the library and the employee. The Campbell County Public Library is an at will employer. The job description duties may be changed at the discretion of the library and/or the library may request the employee to perform duties that are not listed on the job description.*

**ACCEPTED BY:**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_