

### External Posting

**Title:** Part Time Community Engagement Clerk  
**Classification:** Community Engagement Clerk  
**Location:** Arbor Hill/West Hill Branch  
**Reports to:** Arbor Hill/West Hill Branch Manager  
**Updated:** May 15, 2024

**General Statement of Duties:** This position is responsible for ensuring a safe and enjoyable library environment. In general, this position responds to incidents of conflict in the library workplace and finds immediate solutions, including contacting appropriate authorities. Incumbent also acts as a community liaison and assists with various library programming. This position is under direct supervision of a librarian or other supervisory library staff member with leeway permitted for the exercise of independent judgment in carrying out the details of the work.

#### Typical Work Activities:

- Communicates and enforces the library's Behavior Policy
- Monitors library to ensure all patrons can enjoy a safe place to access materials and information
- Support library staff when dealing with difficult patrons
- Encourages patrons to exit building when not allowed in due to prescribed policy or banning
- Mediates problem interactions between patrons or problem interactions between patrons and staff, and/or contacts the proper authorities
- Serve as a positive role model for the library and community youth
- Assists with programming to entertain, educate and engage library users of all ages
- Assists with activities and events that support the personal, social, cultural and academic growth of young people
- Other duties as assigned

#### Required Knowledge, Skills and Abilities:

- Possess strong interpersonal skills
- Represent the library in a positive and friendly manner
- Knowledge of the neighborhood and community
- Ability to de-escalate and resolve conflict
- Ability to engage with visitors of all ages
- Ability to perform both independently and as a team member
- Ability to understand and follow oral and written instructions
- Demonstrate the ability to communicate emergencies to police and emergency personnel whenever required
- Possesses and demonstrate emotional maturity
- Demonstrates good judgement even in stressful situations
- Physical condition commensurate with the demands of the position.

#### Minimum Qualifications:

- Graduation from high school or possession of a high school equivalency diploma.

**Work Schedule:** 15-18 hours per week including weekends, afternoon and evening hours.

**Salary:** \$16.00 per hour

**Deadline:** **Until filled**

**Apply to:** **Send cover letter, resume and 3 professional references including email addresses to:**  
Human Resources  
161 Washington Avenue  
Albany, NY 12210  
[hr@albanypubliclibrary.org](mailto:hr@albanypubliclibrary.org)

Albany Public Library is an AA/EO institution and is strongly and actively committed to increasing diversity within its organization.