



# Albany Public Library

[www.albanypubliclibrary.org](http://www.albanypubliclibrary.org)

## External Posting

**Title:** Full Time Community Engagement Clerk

**Classification:** Community Engagement Clerk

**Location:** Washington Avenue Branch

**Reports to:** Washington Branch Manager until Head of Public Safety is hired

**Updated:** July 30, 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 supervisory library staff 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:** 37.5 hours per week including weekends, afternoon and evening hours.

**Salary:** \$16.40 per hour

**Deadline:** August 7, 2024

**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.