

**ALBANY PUBLIC LIBRARY**  
**Full Time Position Available**  
**Community & Services Support Specialist**  
**May 11, 2018**

*Candidates must meet the minimum qualifications. This is a provisional appointment and the incumbent must be reachable after taking the civil service exam to become permanent.*

**General Statement of Duties**

Under the supervision of the Executive Director, this position is charged with supporting the patrons of the library that have been identified as at-risk or in need of community services.

**Job Description:** The responsibilities of the position include acting as a liaison between library and community agencies such as Homeless and Travelers Aid Society, Code Blue, Neighborhood Associations and other service organizations in the City. The incumbent will monitor and maintain banned patrons lists and facilitate conversations with patrons to alter their behavior so they may receive library services. The incumbent will provide support to staff and patrons concerning various resources throughout the community that would assist the needs of patrons. The incumbent will provide direct observation and monitoring of patron behavior and engage with persons who may be homeless to provide assistance in linking to appropriate services. The incumbent will provide substance abuse information, referral and crisis assistance as needed.

**Required Skills and Abilities:** In addition to meeting the minimum qualifications for the position, the ideal candidate should have thorough knowledge of the neighborhood and community, library policies and procedures, and good knowledge of personal computers and office equipment. The ideal candidate should have excellent communication skills; display an enthusiastic commitment to customer centered public library service; embrace the opportunity to work with a diverse customer base; and exhibit an innovative and creative approach to problem solving. The ideal candidate should be able to prioritize and multi-task.

**Minimum Qualifications:** (A) Graduation from a regionally accredited or New York registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree (or higher) and one (1) year of experience working with at risk population or in the social work field; OR (B) Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and three (3) years of the experience working with at risk population or in the social work field; OR (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**Work Schedule:** The schedule, totaling 37.5 hours per week, may include days, evenings and weekends.

**Supervisor:** Executive Director

**Salary:** \$41,500 with a generous benefit package

**Deadline:** June 4, 2018

**Apply to:** Marjorie K. Reinhart  
161 Washington Avenue  
Albany, NY 12210  
reinhartm@albanypubliclibrary.org

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