



Albany Public Library

www.albanypubliclibrary.org

Part Time Community Engagement Clerk
Howe Branch and Delaware Avenue Branch
External Posting
March 8, 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.

Job Description:

- 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.

Special Requirements:

- Applications must meet all training and registration requirements as established under NYS General Business Law. These requirements include pre-assignment training, yearly training and fingerprint and employment history registration.

Work Schedule: up to 28 hours per week including weekends, afternoon and evening hours.

Supervisor: Delaware Avenue Branch Manager

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

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