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.

Revised 10/25/2023
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.