Albany Public Library

www.albanypubliclibrary.org

Local position title:	**Head of Public Safety**
City Civil Service Title:	*Director of Library Security*
Location:	Washington Avenue Branch
Reports to:	Executive Director
Updated:	9/19/2025

General Statement of Duties: The position of Head of Public Safety for Albany Public Library is charged with the responsibility of developing, overseeing, and administering security functions in each branch library. The Head works closely with Library Administration and Supervisors to provide training for staff to effectively serve and interact with patrons experiencing issues related to behavioral health, substance abuse, and unstable housing, as well as customer service related topics in support of the Strategic Plan. The Head of Public Safety will provide a clear set of protocols to guide library staff in de-escalating and/or preventing incidents that might endanger staff and the public. Reporting to the Executive Director or designee, the incumbent is expected to solve routine problems that arise by the use of independent judgment and a thorough knowledge of library security operations. The Head will work in collaboration with Human Resources personnel to conduct internal investigations and refer incidents to local law enforcement as appropriate. Supervision is exercised over subordinate staff. The Head of Public Safety has an unwavering commitment to diversity, equity, inclusion, and access.

Job Description:

- Serve as the library's liaison to the Albany Police Department and other related agencies;
- Establish and maintain a Safety Program including: emergency plans for evacuations, lock downs, and other crises; safety staff orientation and training programs; and coordination of services with law enforcement and emergency agencies;
- Works with the Facilities department to coordinate risk reduction, intervention and response preparedness to ensure a safe environment and meet NYS Workplace Violence Prevention criteria;
- Evaluates incident reports and follows up with staff involved with incidents to debrief and provide feedback and coaching for continuous improvement in the management of escalated situations;
- Develop a constructive, proactive departmental philosophy, establish attendance, dress, and performance objectives for department personnel, and develop operational procedures to guide personnel in the performance of their duties;
- Issue loss of library privileges recommendations to the Executive Director, draft loss of library privileges communications, and update staff regularly regarding the status of temporary patron bans and/or appeals;
- Respond to and assist with emergency situations on library property, and complete incident reports.
- Report safety-related statistics on a monthly basis, with analysis and recommendations;
- Works with Human Resources to assist with the internal investigation of incident involving patrons and/or personnel in compliance with Federal and State law, Library

Policies and Procedures, and negotiated contractual agreements;

- Displays the highest ethical and professional behavior in working with patrons, personnel, and outside agencies associated with the library;
- Serves as a role model for staff in demonstrating a positive attitude, respectful and constructive violence prevention tactics, appropriate attire and grooming, and an effective work ethic;
- Participates in appropriate professional development trainings, attends various library department/staff meetings; and provides staff with training on violence prevention and de-escalation techniques;
- Protects confidentiality of records and information about staff and patrons, in accordance with library policies;
- Reviews security camera video in conjunction with incident reports and bookmarks footage as needed;
- Participates in outreach efforts to strengthen communication and partnerships with community organizations, schools, and other appropriate agencies;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

Required Skills and Abilities:

- Good knowledge of law enforcement rules and regulations;
- Good knowledge of personal computers and office equipment;
- Good moral character and initiative;
- Working knowledge of illegal drugs and ability to identify such and to detect signs of abuse;
- Strong oral and written communication skills;
- Strong interpersonal skills;
- Ability to establish and maintain an effective relationship with staff, administration, police, social services, and public;
- Ability to plan and coordinate the work of others;
- Ability to communicate effectively in English, both orally and in writing;
- Ability to exercise good judgment;
- Initiative;
- Strong leadership skills with the ability to supervise others;
- Resourcefulness;
- Integrity;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications:

A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree (or higher) in Criminal Justice or related field and six (6) years of full-time paid experience in law enforcement, with at least three (3) years of supervisory experience, and demonstrated public relations and constituent development outreach with diverse communities; **OR**

B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree (or higher) in Criminal Justice or related field and eight (8) years of full-time paid experience as identified in A above; **OR**

C. Graduation from high school or possession of an equivalency diploma and ten (10) years of full-time paid experience as identified in A above; **OR**

D. An equivalent combination of training and experience as defined by the limits of (A) through (C) above.

Special requirement: Must possess a valid New York State Department of Motor Vehicles Operators License at the time of appointment.

Work Schedule: 37.5 hours per week with a combination of day, evening, weekend, and holiday hours.

Location: Washington Avenue Branch, 161 Washington Ave., Albany, NY 12210

Salary range: $62,257 - $68,884

Apply:
Interested candidates can send their cover letter, resume and 3 professional references to:

Human Resources
161 Washington Avenue
Albany, NY 12210
hr@albanypubliclibrary.org

Deadline: Applications received by Monday, October 20 will receive first consideration.

Albany Public Library is an affirmative action and equal opportunity institution and is strongly and actively committed to increasing diversity within its organization.