



**Title:** Full Time Public Safety Specialist  
**Classification:** Community Engagement Clerk  
**Location:** Howe Branch  
**Reports to:** Head of Public Safety  
**Updated:** 11/17/2025

## **External Posting**

**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:** 37.5 hours per week including weekends, afternoon and evening hours.

**Generous Benefits Package**

**Salary:** \$16.81 per hour

**Apply to:** Send cover letter, resume and 3 professional references including email addresses to:  
Human Resources  
[hr@albanypubliclibrary.org](mailto:hr@albanypubliclibrary.org)  
or  
Complete the employment application located on the Albany Public Libraries website

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