

Title: Full Time Public Safety Specialist (NY H.E.L.P.S.)

Classification: Community Engagement Clerk

Location: Washington Avenue Branch

Reports to: Head of Public Safety

Updated: 4/21/2026

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 buildings 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.

Monday- 10am-6pm

Tuesday- 12am-8pm

Wednesday- 10am-6pm

Thursday- 12pm-8pm

Friday 10am-6pm

Salary: \$16.81/hour

Deadline: Tuesday, April 28, 2026

Apply to: Send cover letter, resume and 3 professional references including email 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.