



Position: Head of Public Safety
Classification: Director of Library Security
Location: Washington Avenue Branch
Reports to: Executive Director
Last Updated: 10/7/26

Description: The Head of Public Safety for Albany Public Library provides strategic training and leadership with the goal of establishing safe, welcoming library spaces for all. The Head of Public Safety supervises APL's team of nine (9) Public Safety Specialists and interacts with members of the public, including those experiencing issues related to behavioral health, substance abuse, and unstable housing. Reporting to the Executive Director or designee, the incumbent is expected to guide Public Safety Specialists and other front-line library staff in de-escalation and conflict resolution techniques. The Head of Public Safety evaluates existing safety programs, follows up with staff after incidents take place, and consults with library managers to continuously improve procedures. The incumbent is expected to collaborate with members of the larger safety network: social services, community leaders, and law enforcement, as appropriate. The Head of Public Safety has an unwavering commitment to diversity, equity, inclusion, and access, in service of the library's mission to educate, entertain, and empower the whole community.

Work Schedule: 37.5 hours per week with a combination of day, evening, and weekend hours.
Location: Washington Avenue Branch, 161 Washington Ave., Albany, NY 12210
Salary range: \$63,814.39-\$70,606.90
Note: This position is eligible for a section 211 waiver.

Responsibilities

- 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, lockdowns, 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;
- Performs related work as required.

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.

Deadline: November 4, 2026

Apply to: Send cover letter, resume and 3 professional references including email addresses:
Human Resources
hr@albanypubliclibrary.org

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