

## **COMMUNITY ENGAGEMENT CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for ensuring a safe and enjoyable library environment. In general, the incumbent instructs library patrons of library policies when being broken and patrols buildings and grounds. Incumbent also acts as a liaison to community groups regarding youth. The incumbent is also responsible for conducting activities and events that support the personal, social, cultural and academic growth of young people. The work is performed 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. Supervision is not a responsibility of this class.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Communicates and enforces the library's Customer Behavior Policy;
- Monitors library to ensure all patrons can enjoy a safe place to access materials and information;
- Encourages patrons to exit building when not allowed in due to prescribed policy or banning;
- Supports other library staff when dealing with difficult patrons;
- Triages library workplace violence incidents and finds immediate resolution or suggest contacting the appropriate authorities;
- Mediates interactions between patrons or aggressive patrons and staff;
- Acts as community liaison on youth issues;
- Connects with parents and school staff to create seamless expectations for youth behavior in the school, library and the community at large;
- Serves as a positive role model for library and community youth;
- Conducts programming to entertain, educate and engage youth;
- Runs programs such as group card games, video game or other activities with library youth patrons;
- Does related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES, AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of the neighborhood and community;
- Ability to deal and resolve conflict;
- Ability to work with youth;
- Ability to speak clearly and effectively handle the communication of information to patrons;
- Ability to interpret social incidents and concerns to police and representatives whenever required;
- Ability to represent the library well;
- Maturity;
- Friendliness;
- Good judgement;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATION:**

Graduation from high school or possession of a high school equivalency diploma.

**SPECIAL REQUIREMENTS:**

Applications must meet all training and registration requirements as established under NYS General Business Law. These requirements include pre-assignment training, yearly training and fingerprint and employment history registration.

Revised:  
3/25/15