

COMMUNITY ENGAGEMENT CLERK

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for ensuring a safe and enjoyable library environment. In general, the incumbent 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. 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 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;
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- Mediates problem interactions between patrons or problem interactions between patrons and staff, and/or contacts the appropriate authorities;
- Serves as a positive role model for library and community youth;
- Assists with programming to entertain, educate and engage library users of all ages;
- Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES, AND PERSONAL CHARACTERISTICS:

- Strong interpersonal skills;
- Good knowledge of the neighborhood and community;
- Ability to de-escalate and resolve conflict;
- Ability to engage with visitors of all ages;
- Ability to speak clearly and communicate information to patrons;
- Ability to communicate emergencies to police and emergency personnel whenever required;
- Ability to represent the library well;
- Emotional 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.

Revised:
3/25/15

10/25/23