



East Central Arkansas
Regional Library

JOB DESCRIPTION

TITLE: LIBRARY ASSISTANT III

Rev. July 2022

Purpose and Scope - Under direction of the County Operations or Branch Manager, plans, presents and evaluates programs; performs clerical/administrative work; performs related work as required. Assists the supervisor in planning and organizing the activities of the workgroup; assists library customers in the use of library services, facilities and equipment; interprets library policies to customers.

Examples of Duties -

- Provides customer service at the service desk.
- Plans, implements and evaluates ongoing programming and services as appropriate, including special events programs.
- Maintains familiarity with assigned literature category. Read professional literature and stay current on trends related to assigned category.
- Maintains a library atmosphere that is welcoming for all ages.
- Selects and evaluates library materials.
- Monitors materials and program expenditures.
- Conducts appropriate and effective reference interviews.
- Uses print and electronic reference resources to answer reference questions.
- Instructs customers in the use of the online card catalog.
- Assists customers with accessing the Internet as well as electronic reference resources.
- Assists customers in the use of library equipment.
- Answers customer questions related to policies and procedures.
- Provides effective reader's advisory service for customers; develops reader's advisory tools and maintain knowledge of popular authors, titles, and reading trends.
- Prepares statistical and other reports.
- Assists in departmental and library-wide planning and continuous improvement efforts.
- Serves on committees.
- Attends professional development and continuing education workshops and training sessions.
- Promotes library services through marketing activities, including the issuance of press and media releases, coordinating the publishing of information on websites and through social media, speaking on the radio, and through other means.
- Creates and replenishes promotional displays.
- Participates in outreach activities, and represents the library before the community and professional associations.
- Acts in accordance with the Library System's mission, vision and values.
- Performs other duties as assigned.

Knowledge, Skills and Abilities -

- Excellent customer service skills

- Demonstrated leadership abilities
- Knowledge of library philosophy, practices and policies
- Ability to work independently and as part of a team
- Working knowledge of library computer system, internet searching, e-mail and basic word processing
- Ability to manage multiple tasks and priorities and work at a brisk pace
- Ability to tolerate ambiguity and adapt to change
- Sensitivity to diversity
- Ability to focus on detail while maintaining a big picture perspective
- Ability to establish and maintain effective working relationships with managers, co-workers and the public
- Commitment to innovation and continuous improvement
- Sensitivity to customer privacy and intellectual freedom issues
- Ability to be proactive in problem solving and trouble-shooting
- Ability to contribute to the effectiveness of library collections, services, and programs
- Ability to think creatively
- Ability to research and make suggestions for new services and programs
- Skill in oral and written communication
- Skill in training staff and volunteers

Working Conditions - Work in a library environment directly with the public; sustained posture in a standing, walking or seated position for prolonged periods of time; perform bending, lifting and pushing; perform repetitive hand and arm motions for prolonged periods of time; exposure to computer screens for prolonged periods of time. May be required to safely operate a motor vehicle, and lift/carry/manipulate loads of up to 40 pounds. Must have ability to use hand trucks, book carts, and similar equipment.

Educational/Experience Requirements – An Associate’s Degree or completion of two years of college at an accredited institution is required for this position. Previous library experience is preferred. A Bachelor’s degree in a field associated with the specific position or assignment is highly preferred.

Position detail/Salary – Full time (40 HPR) hourly position, night and weekend hours required (in rotation). Starting salary \$12.50 per hour.