



East Central Arkansas Regional Library

JOB DESCRIPTION

LIBRARY ASSISTANT II – Programmer

Rev. July 2022

Purpose and Scope - Under direction of the County Operations Manager and/or the Regional Librarian, this position performs public service functions and implements public programming for a specific age group. Assists library customers in the use of library services, facilities and equipment; interprets library policies to customers, provides and help evaluate library programs to adult, teen, or children's clientele groups.

Examples of Duties -

- Provides customer service at a service desk. Supervises and trains others in this task.
- Plans, prepares for, implements, and helps evaluate library programs as appropriate, both in the library and at off-site locations, to include providing story hours, the annual Summer Reading Program, afterschool and evening events, craft activities, facilitating book clubs, and similar functions.
- Contributes to marketing activities, including providing and or uploading information to library websites, social media, and other related tasks, particularly as related to library programs.
- Completes complex data entry and other clerical functions, using computers, database programs, MS Office products and other office equipment.
- Maintains a library atmosphere that is welcoming for all.
- Assists customers by conducting appropriate and effective reference interviews, uses print and electronic reference resources to answer reference questions, conducts reader's advisory services and instructs customers in the use of the online card catalog.
- Assists customers with accessing the Internet as well as electronic reference resources and using software, assists customers in the use of library equipment.
- Answers customer questions related to policies and procedures, resolving disputes when possible.
Assists with the preparation of statistical and other reports.
- Assists in outlet and library-wide planning and continuous improvement efforts, and serves on committees.
- Attends professional development and continuing education workshops and training sessions.
- Creates and replenishes promotional displays.
- Participates in outreach activities.
- Acts in accordance with the Library System's mission, vision and values.
- Performs other duties as assigned.
- May act as the person in charge of a facility in the absence of superiors.

Knowledge, Skills and Abilities –

- Excellent customer service skills
- Knowledge of library philosophy, practices and policies
- Knowledge of library policies and procedures, specifically in regard to Circulation and Membership, and fiscal control.

- Ability to work independently and as part of a team
- 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, and act appropriately and accordingly to a specific situation
- Ability to research and make suggestions for new services and programs
- Skill in oral and written communication
- Skill in training staff and volunteers
- Have a valid driver's license and reliable transportation.

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 – High School diploma and some college is required for this position. An Associate's Degree or completion of two years of college at an accredited institution is preferred. Previous library experience, office experience, and experience in providing thematic programming for children, teens, and/or adults strongly preferred. Arkansas driver's license is required.

Position detail/Salary – Part time. Some night and weekend hours necessary. Minimum starting salary \$12/hr.