



Job Description

Library Customer Services Assistant -- Blytheville

Hourly, Part-time, Paid Time Off

Principal Role

Reporting to the Library Manager of the Blytheville Public libraries, the Library Assistant, working as a member of a team with other personnel, is responsible to offer excellent library services to the public and to assist with the management of the libraries' various resources. The Library Assistant will also assist with various library programs as needed. Library Assistants meet on an occasional basis with all System personnel as determined by the System Director for training purposes and to be informed of system-wide matters.

Essential Duties & Responsibilities

- Provides pro-active service at the public service desk
- Ensures a clean, tidy, comfortable, tranquil, and organized environment for customers
- Exercises efficient and effective customer service within the bounds of established policies and procedures
- Addresses immediate, exceptional, customer concerns, consulting with Library Managers or System Director about major issues
- Processes requests for items to be transferred to other System locations
- Addresses minor technology trouble shooting matters, triaging difficult situations to the System's Technology Specialist
- Offers general support and assistance to Library Managers during library programs, including Summer Reading Program activities
- Addresses minor, immediate facility maintenance issues, triaging major issues to Library Managers or System Director
- Collects various statistics concerning resource usage, facility occupancy, program attendance, and customer visits
- Participates in library outreach and promotion events/activities
- Assists with periodic collection inventories
- Actively promotes a positive image of the System's services, resources, programming, and fellow personnel to the community.
- Consistently utilizes email and chat to maintain active communication with System colleagues and leadership

- Maintains a close, positive, communicative, progressive relationship with Library Managers and the System Director
- Other duties as defined and prioritized by Library Managers and the System Director

Qualifications: Education, Experience, Skills

- Ability to efficiently navigate and function within current automation environments such as the Windows operating system, the online catalog and circulation system, and web-browsers
- Ability to prioritize tasks and work accurately
- Ability to use and troubleshoot standard office technologies such as fax machines and printers/scanners
- Ability to give and follow instructions and communicate well with others in both verbal and written formats
- Must be self-motivated and able to work without direct supervision
- A mindset and desire to offer proactive, friendly, effective customer service to library visitors of all ages
- A high school diploma or equivalent is highly preferred
- A post-secondary degree is preferred
- Customer service experience is preferred

Physical & Professional Demands

- This is a professional position that demands pro-active, courteous, and polite interactions with the service population
- Promptness, reliability, and integrity to offer quality services on a consistent basis
- Availability to work a consistent yet flexible schedule including weekends and evenings
- Willingness to politely yet directly confront customers not complying with conduct policies, escalating to the local police department if necessary
- Dependability to secure facilities and resources and to set alarms at closing
- Performs tasks involving sitting, standing, walking, stooping, periods of keyboarding, etc.
- Must be able to negotiate stairs
- Ability to lift loads up to 40 pounds and push book carts weighing several hundred pounds

Availability

This is a part-time, hourly, paid time off-benefitted position. The position is offered for an average of 20 hours per week including a rotational schedule of evenings and weekends.

Starting rate: \$12.60/hour

Revised by the MCLS Director, February 3, 2025