

Code: _____ DBE

Date Approved: _____ 1/13/2026

Date Revised: _____ 1/13/2026

Policy Name: Supplemental Library Assistant

Rationale:

On occasion, Crawford County Library System Branches need trained people who can be available to provide services to the public, and sometimes staff, on an irregular basis. Supplemental Library Assistants (SLA) will be customer-service oriented, flexible, and dependable. They will be scheduled to work between 4-19 hours per week, with a minimum of four (4) hours and a maximum of 79 hours per month, depending on the needs of the library. A minimum of two (2) hours per workday is preferred. Starting pay is minimum wage.

- I. The SLA is hired by the Crawford County Library Director in consultation with the Branch Directors.
- II. The SLA will be assigned a primary branch and report to that Branch Director.
- III. The Supplemental Library Assistant will:
 - A. Circulation:
 1. Inspect, clean, and check in library materials using staff computers.
 2. Assist patrons with checking out materials, placing holds, and renewing items on borrowers' records at their request.
 3. Maintain proper patron records related to charged and discharged library materials and contact information.
 4. Shelve and retrieve library materials.
 5. Assist with shelf-reading, resetting, and fronting library materials as needed.
 6. Notify patrons when requested materials become available.
 - B. Customer Service
 1. Greet patrons when they enter the building or approach the front desk
 2. Serve patron needs with material selection, basic reference services, and reader's advisory
 3. Provide computer assistance and basic technical support to library users, including patrons and presenters
 4. Register new library patrons and maintain patron records
 5. Help to educate patrons in the use of library spaces and materials, digital card catalog, databases, and other resources offered by the library
 6. Assist patrons with copies, printing, faxing, and other clerical duties
 7. Maintain patron confidentiality as pursuant to Arkansas Library Law, ALA Freedom to Read statement, and the ALA Bill of Rights

Policy Name: Supplemental Library Assistant continued

C. General Operations

1. Follow and enforce library and patron policies
2. Perform branch-specific opening and closing duties
3. Record branch statistics as assigned
4. Maintain the physical appearance of the library by: performing light housekeeping as needed, helping to maintain special displays, maintaining front desk organization and supplies, and helping to maintain neatness in the stacks, in public use areas, and in shared work areas
5. Answer and route telephone calls
6. Maintain patron and staff safety
7. Attend staff meetings and training as scheduled
8. Work with directors and staff to help improve library services and keep the libraries valuable to the community
9. Perform other duties as assigned

Requirements:

- I. High school diploma or equivalent
- II. Range of motion sufficient to shelve on a full range of 8 ft shelving (step stools are available)
- III. Ability to move through the library when assisting patrons
- IV. Reliable transportation
- V. Ability and availability to serve at three or more of our five Crawford County Library branch locations. Refusal to comply may result in dismissal.

Preferred:

- I. Great customer service skills
- II. Great interpersonal communication skills
- III. Basic computer literacy skills
- IV. Flexible schedule, including Saturday availability