

**Assistant Branch Manager/Circulation Manager**  
**Permanent, Full-Time**  
**New Bern-Craven County Public Library**



**Craven-Pamlico Regional Library**  
**invites applications for the position of:**

**Substitute Library Assistant**

**Temporary, Seasonal**

**SALARY: Based on experience**  
**Beginning at \$10.00/hour**

**OPENING DATE: 10/12/21**  
**CLOSING DATE: Until Filled**

**POSITION OVERVIEW:**

**\*\*To be considered for this position, you must attach a cover letter and resume to your CPRL online application and email to [hr@cpcri.org](mailto:hr@cpcri.org) with SUB in subject heading. Applications will be accepted until filled.\*\***

CPRL seeks friendly, outgoing, and organized individuals with a passion for libraries and customer service. The Substitute Library Assistant position exists to maintain basic daily library operations in the absence of regular library staff at various locations for the Craven-Pamlico Regional Library. Substitute Library Assistants are responsible for circulation duties, customer service, shelf maintenance, and clerical procedures. These positions are on-call with no regular schedule and no guarantee of a minimum number of hours per week.

**Possible Positions/Duties:**

- **Branches (New Bern, Havelock, Cove-City, Vanceboro, and Bayboro)**  
Performs circulation functions and answers patron questions for general information about the library and its services. Checks items in and out, collects fines, issues library cards and places holds. Shelves books and other library materials. Answers patron questions and makes appropriate referrals to librarians and other system and community resources. Assists public in locating materials through print, non-print and electronic resources and instructs patrons in the use of those materials. Explains library policy and enforces the code of conduct. Assists with staffing programs and outreach activities. May assist patrons in using the library's technology or their own technology to access library services. May perform building opening or closing tasks. May assist with event set up or tear down.
- **Courier**  
Provides courier service for library system. Transports library materials and other items to library service points. Sorts, packs, unpacks, loads and unloads materials. Locks and unlocks branch libraries. Assists in circulation routines in extensions and branches as assigned. Safely operates and drives to assigned locations using library vehicle to deliver materials.
- **Delivery**  
Provides delivery service for library system. Delivers books and other materials to patron's homes and facilities throughout the entire service area. Loads and unloads materials. Utilizes software that

identifies delivery routes. Interacts briefly with patrons to accept returned items and answer questions. Safely operates and drives to assigned locations using library vehicle to deliver materials.

### **Responsibilities**

- Conforms with all safety rules and performs work in a safe manner.
- Delivers excellent customer service to diverse audiences.
- Acts ethically and honestly; applies ethical standards of behavior to daily work activities and interactions. Builds community's confidence in the library through positive professional actions.
- Maintains effective work relationships.
- Arrives to work, meetings, and other work-related functions on time and maintains regular job attendance.

### **Knowledge, Skills, Abilities, and Competencies**

- Excellent customer service skills and the ability to deliver excellent customer service to diverse audiences.
- Ability to pay attention to detail. Good ability to understand and follow written and oral instructions.
- Ability to work independently within library system policies and procedures with minimal supervision.
- Accurate keyboarding skills, the ability to type by touch and the ability to use a computer to manipulate and retrieve data. Knowledge of computer operations as they apply to the library.
- Knowledge of computer hardware and software applications used by the position and the ability to instruct patrons in the use of word processing, spreadsheet and electronic communications, and online databases as required to deliver Library services.
- Ability to get along well and maintain effective working relationships with community groups, schools, volunteers, the public and other employees and respond in a timely, respectful, and responsive manner.
- Effective oral and written communication skills.

### **Qualifications:**

- High school diploma or equivalent.
- Two years of previous library, technical and/or clerical experience preferred.

### **Special Requirements**

Depending on work assignment, employee may be required to possess or have the ability to obtain and maintain a valid NC Drivers' License and driving record that meets CPRL standards. Ability to effectively manage vehicular emergencies. **A negative drug screen and background check are required**

### **Work Schedule:**

As needed and as available. These positions are on-call with no regular schedule and no guarantee of a minimum number of hours per week.

### **To Apply:**

Please submit a completed Craven-Pamlico Regional Library application and cover letter to [hr@mycpri.org](mailto:hr@mycpri.org), with SUB in subject heading. Applications may be dropped off at any CPRL Library circulation desk the notation of SUB on the envelope.

Applications may be mailed also to:

**Attn: Human Resources**  
**New Bern-Craven County Public Library**  
**400 Johnson Street**  
**New Bern, NC 28560**

Inquiries about this job posting should be directed to [hr@cpri.org](mailto:hr@cpri.org) with subject heading "SUB."