



Craven-Pamlico Regional Library

Invites applications for the position of:

Substitute Library Assistant Temporary - New Bern, Havelock, Pamlico (Bayboro), Vanceboro, and Cove City Locations (please specify a place in the cover letter and application).

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

OPENING DATE: 05/15/2023

CLOSING DATE: Until Filled

POSITION OVERVIEW:

****To be considered for this position, attach a cover letter and resume to your CPRL online application and email them to hr@cpcrl.org with SUB and location in the subject heading. Applications will be accepted until filled.****

CPRL seeks friendly, outgoing, and organized individuals passionate about 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 flexible and on-call with no regular schedule and no guarantee of a minimum number of weekly hours.

Possible Positions/Duties:

- Branches (New Bern, Havelock, Cove-City, Pamlico Vanceboro, and Bayboro)
- Performs circulation functions and answers patron questions for general information about the library and its services. Checks items in and out, collect 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 the public in locating materials through print, non-print, and electronic resources and instructs patrons in using 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 or their technology to access library services. May perform building opening or closing tasks. May help at outreach event set up or tear down.

Responsibilities

- Conforms with all safety rules and safely performs work.
- 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 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 using 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 promptly, respectfully, and responsively.
- Effective oral and written communication skills.

Qualifications:

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

Special Requirements

Depending on the work assignment, the employee may be required to possess or have the ability to obtain and maintain a valid NC driver' License and driving record that meets CPRL standards—the ability to manage vehicular emergencies effectively. In addition, an adverse 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 weekly hours.

To Apply:

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

Applications may also be mailed 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@cppl.org with the subject heading "SUB"

