

Craven-Pamlico Regional Library Invites application for the position of:

Job Title: Library Assistant I – Circulation

Department: New Bern

Salary: \$13.20/hr.

Part Time: 20 hours per week

Opening Date: 10/07/2026

Closing Date: 10/28/2026



Located in beautiful, scenic Eastern North Carolina, the New Bern-Craven County Public Library serves the general public, students, military residents, and local businesses. The role of a Library Assistant I is to provide customer service that connects library customers to information, resources, and services by shelving and organizing library materials. CPRL is seeking a dynamic individual with the ability to work effectively in a team-oriented environment; the ability to work well with diverse patrons and have strong customer service skills; and the ability to use a variety of technologies including computers, cash register, copier, eReaders, etc.

Responsibilities:

All duties listed below are essential job functions for which reasonable accommodations will be made. All job requirements indicate the minimum knowledge, skills, and abilities necessary to perform the job proficiently. This job description should not be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related tasks as requested by the Branch Manager, subject to reasonable accommodations.

Essential Roles and Responsibilities:

- Acknowledge each library patron with a pleasant greeting and provide excellent customer service.
- Register new patrons for library accounts and update patron records in accordance with library policy.
- Efficiently check collection materials in and out; collect fines, fees, and other library monies; address minor account issues.
- Assist patrons in locating materials, using the library's online catalog, placing holds, and requesting materials.
- Guide patrons in the use of the library website, online account, catalog, and digital resources both in the library and by telephone.
- Accurately retrieve, sort, and shelve materials (alphabetical and numerical order); shelf-read and shift collections as needed.
- Empty the outdoor book and media drop box on a regular basis as assigned.
- Inventory shelves for overdue materials; prepare and mail overdue notices; contact patrons by telephone regarding holds, damaged items, and overdue materials.
- Perform specialized and routine clerical tasks including data entry, typing, answering the telephone, and directing calls.
- Create displays to boost circulation and promote awareness of library programs and services.
- Promote the library's collection, services, and programs in a friendly and helpful manner both in the library and through outreach events.
- Perform limited or routine reference tasks, including instructing patrons in the use of reference tools and answering routine reference questions.

- Assist in the processing of library materials.
- Perform other related duties as assigned.

Knowledge, Skills, and Abilities:

- Ability to deal tactfully and courteously with the general public.
- Skill in data entry, typing, and operating general office equipment.
- Ability to follow established procedures and perform work requiring attention to detail and accuracy.
- Ability to maintain effective working relationships with the general public, supervisors, team members, community groups, schools, and volunteers.
- Proficiency in current technology and office management software applications, including Microsoft Office Suite, internet navigation, email, and social media.
- Ability to respond to patrons and colleagues in a timely, respectful, and responsive manner.

Schedule:

The New Bern-Craven County Public Library is open Monday–Thursday, 9:00 am to 8:00 pm and Friday–Saturday, 9:00 am to 6:00 pm. This position will include some nights and weekends.

Benefits:

This is a Part Time (20-hour week) position and is eligible for participation in the NC Local Governmental Employees’ Retirement System. Eligible employees are automatically enrolled in the retirement system and must contribute 6% of their gross salary each pay period.

Minimum Qualifications:

- Experience in library work, clerical work involving public contact, or a working knowledge of library science and procedures preferred.
- Some knowledge of books, magazines, library materials, the online catalog, and filing systems.
- High School Diploma or GED, or an equivalent combination of education, experience, and training.
- Excellent computer skills; willingness to train on library-specific technology and systems.
- Effective oral and written communication skills.
- Ability to work independently within library system policies and procedures with minimal supervision.
- *G.S. 143B-1209.12 - Subject to SBI criminal history record check prior to hire.*

To Apply:

To be considered for this position, you must attach a cover letter and resume to your CPRL online application and email to hr@mycpnl.org with “New Bern – Library Assistant I” in the subject heading. All inquiries about this job should also be directed to this email address.