

# CHARLOTTE COUNTY LIBRARY

## Main Branch Library Assistant (PT)

### **Summary:**

Charlotte County Library is the public library system for Charlotte County, VA. With branches in Charlotte Court House, Keysville, Phenix, and Wylliesburg, the library has been serving members of the community since 1937. A rural county in south central Virginia, Charlotte is known for its rich history, beautiful countryside, good schools, and affordable living. Only thirty minutes southwest of Farmville, and just over an hour from both Lynchburg and Richmond, Charlotte County is close to everything one would need, while still providing the peace and quiet of the countryside. Currently under the leadership of its new director, this is an exciting time to join our staff. The person in this position will fill a supportive role in the organization.

The Part-Time Main Branch Library Assistant, under the direction of the Library Director, is the frontline customer-facing staff member for the Main Branch of Charlotte County Library, located at 116 LeGrande Ave, Charlotte Court House, VA. This position performs the activities necessary for the successful operation of the Main Library, including circulation, reference and referral, readers' advisory, collection maintenance, customer service, and other activities as needed. The part-time Main Branch Library Assistant may at times assist with similar work at the other library locations.

This position reports to the Library Director and is a part-time position, with 10-15 hours/week being the typical schedule. There are no benefits (health insurance, life insurance, paid time off, etc) with this position. The pay is \$14/hour. Occasional evening and weekend hours are required.

### **Essential Functions:**

- Open and prepare buildings for service, and close buildings securely-- according to service hours
- Provide service desk coverage at Main Branch, including occasional hours on Saturdays, weekday evenings, and special events. May be required to staff service desks at other locations to provide adequate desk coverage.
- Promote the library's collection and services, including making book recommendations
- Perform circulation activities: checking books in and out, collecting fees, placing holds, registering new patrons, et al.
- Assist patrons on computers: logging in, printing, troubleshooting, basic instruction on using computer software or websites
- Assist in fulfilling requested items for other branches and finding items for patrons
- Provide information research assistance to patrons
- Inform customers of various library policies; assist them in certain procedures and processes
- Shelve and keep books in order, remove unwanted books, and recommend items for purchase
- Process new materials to prepare them for patron use

- Assist with distribution of new library materials and rotation of library collections
- Compile library statistics accurately and in a timely fashion
- Collaborate with other library employees to deliver collections, programming, and services
- May assist in creating, scheduling, promoting, and executing library program events like story times
- Assist with volunteer management
- Assist Library Director in ensuring consistent services and policies between branches
- Perform other library duties as assigned

### **Minimum Qualifications:**

- At least one year of customer service experience, interacting with customers both face-to-face and over the telephone
- Experience in an office environment and knowledge of office equipment such as photocopiers, printers, computers, and multi-line telephones
- Familiarity with modern technology, such as computers, Windows operating system, Microsoft Office Suite, email, internet searching, minor computer troubleshooting, and Office 365
- High School diploma or equivalent
- Does not smoke or vape

### **Preferred Qualifications:**

- Relevant college coursework or a college degree
- Experience working in a library or bookstore
- A love of reading a wide variety of books
- Experience creating and implementing programming for any age group
- Experience doing genealogical research
- Proficiency in Microsoft Office and/or Office 365

### **Knowledge, Skills, and Abilities:**

- Outstanding customer service skills
- Ability to make change from cash transactions
- Ability to understand and maintain proper patron and staff confidentiality in all transactions and communications
- Ability to follow established procedures and policies with minimal supervision
- Ability to learn new technologies quickly
- Ability to prioritize tasks and manage time appropriately
- Ability to complete assignments on time
- Ability to work alone and with minimal supervision
- Ability to work independently and exercise initiative
- Ability to communicate clearly, both orally and in writing, to individuals or groups

- Understand when to ask for help
- Ability to maintain good working relationships with others
- Professional demeanor, helpful attitude, and excellent interpersonal skills
- Punctual and reliable
- Ability to keep library and the service desk tidy, organized, and professional-looking
- Ability to provide attention to details
- Has high standards for their own work and looks for ways to improve the library
- Able to work in a rapidly changing environment which may require changing of priorities, additional responsibilities, or learning new procedures on short notice
- Physical abilities include: seeing and reading clearly, ability to read up close and at a distance, ability to hear clearly when others are using normal tones, ability to continuously handle and move books and other library materials, ability to lift up to 30 pounds, ability to push wheeled library carts up to 100 pounds, ability to reach for materials that are on the top or bottom shelves, ability to sit at a desk or stand on foot for extended periods of time

**Disclaimer Statement:**

This is not intended to be an all-inclusive list of job-related responsibilities, duties, skills, requirements or working conditions. Other duties may be assigned based on business need and the supervisor's request.

**To Apply:**

Please email a cover letter explaining your interest in the position, your resume, and three professional references to [charlottechlibrary@gmail.com](mailto:charlottechlibrary@gmail.com)

**Application materials created by AI will be automatically disqualified.**

**If you choose to drop off your application materials in person, please arrive dressed in work attire, as it will be assumed that what you are wearing is what you would wear to your first day at the job.**

**Position is open until filled.**