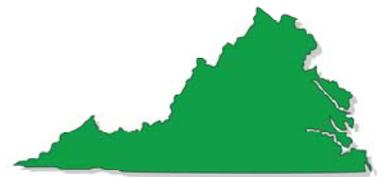


PATRON SERVICES ASSISTANT



Position Overview

The Library of Virginia is seeking a Patron Services Assistant to serve as the first point of contact for the Library of Virginia. The Library of Virginia attracts patrons from all over the world as well as elected and appointed officials; state, national, and international genealogists; museum curators, historians, and authors. The Patron Services Assistant identifies the needs and goals of patrons, over the phone and in person, using knowledge of the Library's collections, Virginia history, and geography to assist researchers in gaining timely and accurate access and directions in the use of the collections. The selected candidate will also serve as a critical member of the security team by monitoring activity in the Lobby. In addition to the qualifications listed, successful candidates will have excellent customer service and interpersonal skills and will maintain a welcoming, alert, visible, and poised presence, ready to engage patrons.



Our Location:

**800 East Broad St.
Richmond, VA 23219**

The Library of Virginia

The Library was founded in 1823 to preserve and provide access to Virginia's incomparable manuscript and printed holdings, 122 million & 3 million respectively. Our collection, which has grown steadily through the years, is the most comprehensive resource in the world for the study of Virginia history, culture, and government.



Our Main Building

As the Commonwealth's library and archives, the Library of Virginia is a trusted educational institution. We acquire, preserve, and promote access to unique collections of Virginia's history and culture and advance the development of library and records management services statewide.

Patron Services Assistant (Administrative & Office Specialist III)

Position Number 00149
Salary Range \$25,000 - \$35,000
Full-time with benefits

Qualifications:

- Considerable experience in customer service in a research library, museum or archive;
- Knowledge of U.S. and Virginia history, government, and geography preferred;
- Working knowledge of word processing, database, and email systems;
- Excellent customer service and interpersonal skills;
- Ability to communicate effectively, both orally and in writing;
- Ability to work with the public on a sustained basis and in a courteous manner; and,
- Ability to work alternate Saturdays.

An equivalent combination of education, training, and experience may substitute for educational requirements.

To Apply

Candidates must submit a completed Virginia state employment application, cover letter, & resume online at <https://virginiajobs.peopleadmin.com> for position #00149.

Please visit our website at www.lva.virginia.gov for full announcement and additional information. Selected candidate must complete a criminal background check.

In compliance with the Americans with Disabilities Act (ADA), the Library of Virginia will provide, if requested, reasonable accommodations to applicants in order to provide access to the application and/or interview process. You are not required to note the presence of a disability on your application. If you require accommodations, please contact the:

Office of Human Resources at 804/692-3586 or email nancy.epperly@lva.virginia.gov.

An EEO/AA/ADA Employer

Applications for this position must be received by 11:59pm on May 17, 2016.