



Job Title: Library Assistant II

Mission Statement:

Otis Library, functioning as the public library of Norwich and its environs, provides free and open access to information, ideas and services that assist residents of the greater Norwich area to meet their personal, educational, professional and informational needs. The library enriches our region by maintaining a safe and welcoming environment and by offering resources that promote lifelong learning.

Purpose: The Library Assistant II will support the mission of Otis Library by assisting our patrons with basic and advanced library procedures, services and resources.

Primary Responsibilities:

- Reports to Department Head
- Greets every patron
- Prepares and issues library cards according to established procedure
- Provides reader's advisory
- Assists patrons with library materials, equipment, services, resources and facilities
- Circulates, reserves, renews and maintains library materials
- Retrieves, shelves, and shelf reads materials; searches for missing, billed, claims returned, and lost in transit materials
- Processes transits and holds; maintains hold shelf
- Collects fines and makes payment arrangements for damaged and lost items
- Reserves and monitors study rooms
- Responds to general inquiries in person, by telephone or electronically with complete information and in a professional manner
- Operates cash register
- Sorts mail
- Knowledge of all upcoming library programs, book sales and special events
- Familiarity with local attractions, events and general information
- Makes purchase suggestions and relays purchase suggestions from patrons to purchasers
- Organizes and prepares materials and lists for specific groups or events
- Provides tours for schools and other groups
- Accepts donations in accordance with established procedure
- Adheres to all opening and closing procedures
- Attends workshops and participates in webinars to stay current in field
- Schedule may include evenings and Saturdays
- Performs other library tasks as assigned

Essential Abilities:

- Provides warm and welcoming environment for patrons
- Excellent customer service attitude
- Sense of humor
- Working knowledge of library principles and practices
- Proficiency with computers and automated library systems
- Strong verbal and written communication skills
- Ability to establish and maintain positive and constructive working relationships with the public, co-workers, volunteers, and other municipal departments
- Ability to work independently and take initiative to successfully complete tasks
- Ability to handle confidential information and navigate sensitive situations
- Seeks opportunities for additional training and professional development
- Commitment to public service within a diverse population
- Ability to move/lift up to 25 pounds and move and maneuver loaded carts
- Required to stand, walk, bend, kneel, reach, balance and sit

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed above. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.

This job description is not intended to be all inclusive. Employee may perform additional duties to meet the ongoing needs of the Library.

Qualifications:

The skills and knowledge required for this position generally would be acquired with an Associate's Degree in Library Science or Library Technical Assistant Certificate and two to three years experience working in a library. A combination of other education and applicable experience may be considered.