

Circulation Services Coordinator @ Norwich Public Library (Vermont)

Part-time, on site, 20 hours/week with occasional weekend and evening hours.

Job Summary

The Norwich Public Library seeks a dynamic, friendly and inclusive individual to manage our busy circulation desk and coordinate our corps of dedicated volunteers. The Circulation Services Coordinator fosters, maintains, and exhibits the Library's goal of providing excellent customer service to all library users, in person, over the phone, and via online communications. The ability to multitask while maintaining a friendly attitude is essential. The Circulation Services Coordinator is part of a collaborative, engaged, and positive-thinking team. This position reports to the Assistant Director.

Your Key Responsibilities

- Be a warm and welcoming presence at the Circulation Desk
- Manage the Circulation Desk following the library's policies & procedures
- Assist patrons in finding items & answering questions related to the library's technology platforms
- Manage the library's robust volunteer corps which includes:
 - schedule shifts
 - provide orientation and ongoing trainings in pertinent topics
- Assist with shelving of items
- Other duties as assigned

Qualifications:

- Previous library experience desirable
- Experience with ILS platforms - NPL uses Koha and Aspen
- Strong computer skills, including experience with Microsoft Office and Google Workspace
- Exceptional customer service and people skills
- Excellent organizational and time management abilities
- Ability to work independently and as part of a team
- Enthusiastic and positive attitude

What NPL Offers:

This is an hourly position, \$21.00- 22.00/hr.

- Paid holidays
- Prorated vacation and sick leave

To apply, please send a cover letter, resume and three references to:
circulation.desk@norwichlibrary.org. Review of applications will begin March 3, 2026.