

CITY OF NORWICH ANNOUNCES

Senior Library Clerk

Civil Service Exam held in the City of Norwich.
(Open to the public)

<u>Exam Date</u>	<u>Exam Number</u>	<u>Application Fee</u>	<u>Application Deadline</u>
May 3, 2025	73178010	\$15.00 for City Residents \$20.00 for non-residents	March 27, 2025

*The non-refundable Application and Administrative Fee must be submitted at time of application.

A “fee waiver” is available to candidates who meet the requirements.

It is the applicant’s responsibility to clearly show that they meet the minimum qualifications for the position.

Salary: \$30,225

Vacancy: This examination is being held to establish an Eligible List to fill all future Full-time vacancies in this title, which may occur during the life of the Eligible List. An eligible may receive only one Permanent appointment from the Eligible List. Once appointed, there will be a probation period of 8-52 weeks based on performance of duties.

Residency Requirements: Candidates must be legal residents in the State of New York for at least one month immediately preceding the date of the written test. Preference in certification for appointment may be given to successful candidates who have been residents of the municipality in which appointment is to be made for at least one month immediately preceding the date of the written test.

Minimum Qualifications:

Graduation from high school or possession of high school equivalency diploma; and one (1) year of library clerical experience.

Anticipated Eligibility: Applicants who lack thirty days, or less, of meeting the minimum qualifications by the date of the examination will be admitted conditionally to the examination. However, proof of the additional days’ qualification must be submitted prior to the establishment of the eligible list.

Job Description: The work involves the performance of moderately complex library clerical tasks and assisting patrons with both the use of the library collection and general policies/procedures of the library. This class requires a greater degree of autonomy than Library Clerk, moderate job complexity and supervisory responsibility. Work is performed under the general supervision of a higher-level Clerk or a Librarian. Supervision is exercised over Library Clerk, Library Pages and Volunteers. Does related work as required.

Scopes / Subjects of examination: A test designed to evaluate knowledge, skills and /or abilities in the following areas.

Fundamentals of working in a library: These questions are designed to evaluate the candidate's knowledge about the common terms and concepts used in various sections of a library (e.g. Circulation, Reference, Technical Processing, etc.); the procedures associated with shelving, storing, checking out and receiving library materials; and the proper methods of using equipment commonly found in a library and of handling, processing and storing library materials.

Name and number checking: These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

Customer service: These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

Supervision: These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

Test guide: The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

USE OF CALCULATOR IS RECOMMENDED: Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with Typewriter, Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language, Translators, Dictionaries, or any similar devices are prohibited. Cell phones, Smartwatches or any similar electronic devices are prohibited. You may not bring books or other reference materials. **You will not be permitted to use the calculator function of your cell phone.**

EMERGENCY CANCELLATION OF EXAMS – via phone call the morning of the exam

Applications and further information may be obtained by visiting the City of Norwich Department of Human Resources website at <https://www.norwichnewyork.net/government/human-resources.php>.

It is the candidate's responsibility to keep their contact information (email address, phone number & USPS mailing address) current. To be considered for preference in certification based on residency, you must include your legal residence and the city you live in.

If a candidate **fails to receive an admission letter** at least seven days prior to the examination date, you should contact the Department of Human Resources directly.

Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under “**Religious Accommodation**”. We will make arrangements for you to take the test on a different date (usually the following business day).

Disabled persons: If special arrangements for testing are required, indicate this on your applications form.

CROSSFILER: Applying for Civil Service Examinations in Multiple Agencies When the Exams are Scheduled on Same Date: If you have applied to take a written test for other local jurisdictions (county, town, city) scheduled on the same test date as this written test, you must notify each of the local jurisdictions no later than **two weeks** before the test date of the test site at which you wish to take your examination, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State Examination center. You must provide a list of all exam titles, numbers, and locations for which you have applied.

*The required **NON-REFUNDABLE application and administrative fees** must be submitted at time of application. If your application is disapproved, the fees will not be returned to you. Do not send cash. If you are approved and do not appear for the examination, you forfeit the fees as no refunds will be made. In accordance with Civil Service Law, Section 50.5(b) an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. The Fee Waiver Form can be at the City of Norwich, One City Plaza Norwich NY 13815 or online at <https://www.norwichnewyork.net/pdfs/Civil-Service-Fee-Waiver.pdf>.

Special requirement for appointment in school districts or BOCES: Per Chapter 180 of the Laws of 2000, and by regulations of the Commissioner of Education, to be employed in a position designated by a School District or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

In conformation with Section 85-a of the Civil Service Law, **children of firefighters and police officers killed in the line of duty** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

Any member of the **Armed Forces** of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

Evaluation of foreign post-secondary education: Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service, you must pay the required evaluation fee.

Public Service Loan Forgiveness Program (PSLFP) – The PSLFP Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance on your (Direct Loan) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. For more information about this program go to: <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>

The City of Norwich is an **Equal Opportunity Employer** and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and in certain circumstances pursuant to Executive Law 295, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Law and Rules and Regulations dealing with the rating of examinations will apply to this examination.

Posted: 2/5/2025