



JOB DESCRIPTION
Branch Manager
(Graduate Librarian 4)



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| Division: Community Services | Primary Locations: Frances Perkins Branch, Great Brook Valley Branch, Main Branch | Union: NAGE Local 495 |
| Classification: Professional | Paygrade: 42P | \$37.16 - \$48.61 |
| FLSA Status: Non-Exempt | FTE/PTE (40 hours/week) | Last Revised: May 2026 |

General Statement

The Branch Manager for our Frances Perkins and Great Brook Valley Branches is responsible for supervising the daily operations of those branches including the supervision of staff, assisting patrons of all ages, managing the adult collections and events at multiple locations, and coordinating with the Deputy Directors to implement library-wide initiatives. The Frances Perkins and Great Brook Valley Branches are bustling, youth-centered, neighborhood branches of our multi-branch system. The ideal candidate will possess excellent communication, problem solving, and customer service skills, have a background supervising youth services staff, possess comprehensive knowledge of both traditional and emerging reference services and practices and have experience working with diverse populations of all ages in an urban community. This position is a professional, supervisory position reporting directly to the Deputy Director of Youth Service.

The schedule will include evenings and every other Saturday at the Main Branch. This position will be required to work at other locations and on mobile services vehicles as assigned.

Bilingual applicants are encouraged to apply.

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS

- Supervise the daily operations of assigned branches
- Participate in fulfilling system-wide goals, and developing and implementing policies and procedures for branch services
- Build, manage and promote strong and engaging collections for adults at multiple locations
- Assist with monitoring and tracking branch budgets and expenditures
- Plan, schedule, promote, and conduct innovative adult programming under the supervision of the Deputy Director of Adult Services
- Oversee the creation and implementation of innovative programming for youth and families
- Partner with Manager of Borrower Services, Assistant Managers of Circulation, and Deputy Director of Borrower Services in the oversight of circulation at the branches
- Monitor physical maintenance of branches; request repairs and improvements in the branch as needed
- Supervise, schedule, coordinate, train and evaluate branch staff
- Conduct regular branch staff meetings, act on issues discussed, and report concerns to the Deputy Directors

- Provide excellent professional reference service to the public in person at service points, on the telephone, via email and through other communication methods as they become relevant
- Provide exemplary reference and reader's advisory service for patrons; seek out and embrace new readers' advisory strategies and methods
- Learn and teach users and staff to use basic and specialized reference resources and tools, digital devices, computers, equipment, etc.
- Stay informed of professional trends, innovations, and community developments affecting the public library
- Maintain up-to-date knowledge of public library services
- Serve as a role model to staff by providing exemplary customer service
- Act as Librarian-In-Charge at branches and at Main Library when assigned
- Interpret library services and policies to patrons in a clear and courteous manner
- Contribute to creating an environment orientated to trust, open communication, creative thinking, and cohesive team effort
- Actively participate in staff development and training opportunities
- Work at various locations within the library system, including mobile library services
- Perform other duties, as assigned, consistent with the functions of the work unit and level of responsibility

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrated knowledge of and experience with both traditional and emerging reference services and practices in a public library
- Demonstrated leadership abilities, strong problem-solving, time management, and conflict resolution skills
- Ability to respond effectively to the needs of patrons of all age groups
- Ability to plan short-term and long-term work objectives with staff
- Ability to plan, assign tasks, and to follow-up to ensure quality of work, completeness of tasks, and to hold staff accountable for their actions
- Ability to take initiative and take responsibility for unit's productivity
- Ability to organize, direct, coordinate, coach and supervise staff
- Ability to take initiative in improving existing work techniques and procedures
- Excellent interpersonal, written, and verbal communication skills and the ability to communicate with professional and paraprofessional staff about concepts, ideas, and requirements
- Strong commitment to consistent, excellent customer service to a diverse population in an urban environment
- High level of professionalism and commitment to the organization
- Embrace opportunities to learn in a fast-paced changing environment
- Demonstrate proficiency in current and emerging technologies
- Ability to work independently and as part of a team
- Ability to create positive working relationships with diverse staff
- Ability to maintain confidentiality
- Proven written and oral communication skills

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE

- MLS/MLIS from a library school accredited by the American Library Association or approved by the Massachusetts Board of Library Commissioners
- Three (3) years of professional library work after receipt of MLS.
- Two (2) years of supervisory experience in public, academic, special library
- Two (2) years of experience working directly with youth
- Strong working knowledge of general reference practices in a public library.
- Ability to successfully pass CORI/SORI
- Ability to travel between required locations.

PREFERRED

- Two (2) years of supervisory experience in a public library

PHYSICAL REQUIREMENTS

- Ability to push book carts and bins loaded with library materials
- Ability to reach and retrieve books at high and low shelf heights
- Ability to stand and or sit for prolonged periods of time
- Ability to perform bending, stooping, lifting, pushing, and twisting
- Ability to perform repetitive hand and arm motions for prolonged periods of time
- Ability to move or lift up to 50 lbs.

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA's "Core Competences of Librarianship" <http://www.ala.org/educationcareers/careers/corecomp> as approved and adopted as policy by the ALA Council, January 27th 2009.

To apply, please visit: www.worcesterma.gov/employment or send resume and cover letter **OPEN UNTIL FILLED, applications received prior to or on FRIDAY, JUNE 26, 2026, will receive preference.** to: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. Preference given to Worcester Residents. Bilingual candidates encouraged to apply. **The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply.** Direct inquiries to: City Hall Human Resources, 508-799-1030, Hiring@Worcesterma.gov.