



JOB DESCRIPTION



Circulation Assistant (Librarian Grade 2)

Division: Borrower Services	Primary Location: Main Library	Union: NAGE Local 495
Classification: Paraprofessional	Paygrade: 27	\$22.26 - \$26.81
FLSA Status: Non Exempt	Full Time (40 hours/week)	Last Revised: April 2026

GENERAL STATEMENT OF DUTIES

This is a paraprofessional position under the direction of the Manager of Circulation Services. The Circulation Assistant assists with planning and organizing activities; performs circulation and clerical/administrative work; assists patrons in the use of the library services, facilities and equipment; and interprets library policies to patrons. This position involves all operations related to circulation of library materials while delivering an excellent customer service experience. The ideal person in this position will possess excellent interpersonal, communication, and customer service skills and have experience working with diverse populations in an urban community. Schedule will include evenings and weekend hours and working at other locations.

Bilingual applicants are encouraged to apply.

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS:

- Perform all circulation functions using automated systems such as, but not limited to, integrated library system, OCLC, Commonwealth Catalog, etc. in both public and staff areas
- Organize and perform the holds process and functions
- Operate automated material handling equipment and other technologies as needed
- Stay abreast of intra and inter library updates, such as, but not limited to, reading email, meeting minutes, designated message boards, etc. and attending meetings as assigned
- Provide exemplary customer service
- In conjunction with supervisors, assist with evaluating existing operations and new services. Trains staff in circulation functions
- Train volunteers, library pages, and new hires
- Maintain working knowledge of all aspects of the Borrower Services Division
- Coordinate delivery services and sorting area
- Identify and process problem items from the collection
- Interpret library services and policies to patrons in a clear and courteous manner
- Contribute to creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort
- Actively participate in staff development and training opportunities
- Perform other duties, as assigned, consistent with the functions of the work unit and level of responsibilities

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Enthusiastic self-starter with professional demeanor
- Excellent organizational skills, and the ability to plan and prioritize work effectively to ensure completion of work
- Ability to resolve conflicts with staff and patrons
- Ability to establish and maintain effective working relationships with a diverse, multicultural community, volunteers, and staff

- Ability to provide information and guidance clearly, courteously and pleasantly to patrons
- 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 a diverse staff
- Ability to learn and use library technologies
- Possess excellent interpersonal, communication, and customer service skills
- Knowledge of the principles and correct usage of the English language including grammar, punctuation, and spelling
- Ability to maintain confidentiality
- Regular on-site attendance is required

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE:

- High school diploma or equivalent
- Data entry experience and/or community public service work, such as library, bookstore, or equivalent
- Ability to successfully pass CORI/SORI
- Reliable transportation to travel between locations

PREFERRED QUALIFICATIONS:

- One (1) year of supervisory experience
- One (1) year of data entry experience and/or community public service work, such as library, bookstore, or equivalent. Specific courses that have hands-on experience may be substituted for work experience
- One (1) year customer service experience
- Experience working with a diverse population

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 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community.

To apply, please visit: www.worcesterma.gov/employment or send resume and cover letter on or before: **OPEN UNTIL FILLED, applications received prior to or on MAY 15, 2026, will receive preference.** Preference is given to Worcester residents. To: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. Preference given to Worcester Residents. **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