



JOB DESCRIPTION

Youth Services Branch Library Assistant (Librarian Grade 2)



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

GENERAL STATEMENT OF DUTIES

The Youth Services Branch Library Assistant a paraprofessional position, reporting to the Branch Manager for Youth Services, in conjunction with the Branch Supervisor. This position will assist with the daily operations of assigned branch libraries located within Worcester elementary schools, coordinate and perform all circulation activities, act as a liaison with the Main Library Circulation Department, organize and perform the holds process and functions, assist with readers advisory and reference services, and provide exemplary customer service to patrons. The work will include evening and weekend assignments and working at other locations, including Mobile Services. The Youth Services Branch Library Assistant must be able to get to all four One City One Library branches in a timely manner.

Bilingual applicants are encouraged to apply.

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS

- Assist with the daily operations of assigned branch libraries.
- Coordinate and perform all circulation activities.
- Collect, record, and report appropriate statistics monthly.
- Act as a liaison with the Main Library Circulation Department following both Library and CW MARS protocol.
- Organize and perform the holds process and functions.
- Assist with readers advisory and reference services including patron assistance.
- Provide exemplary customer service.
- Represent the Worcester Public Library in the neighborhood branches; assist with developing and maintaining awareness of neighborhood library needs, with emphasis on neighborhood youth.
- Assist with planning innovative library and outreach programs as needed.
- In conjunction with supervisor and staff, assist with evaluating existing operations and new services.
- Participate in interviews, supervise, and train branch volunteers.
- 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 responsibilities.
- Handle money and prepare cash reports as needed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent organizational skills, and the ability to plan and prioritize work effectively to ensure completion of work.
- 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.
- Ability to be flexible and to easily handle varying work assignments in a fast paced environment.
- The ability to communicate with 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 ability to remain professional under all circumstances.
- Ability to learn in a fast-paced, changing environment.
Ability to work independently and as part of a team.
- Ability to learn and use library technologies.
- Ability to maintain confidentiality.
- Regular onsite attendance is required.

BACKGROUND REQUIRED

MINIMUM REQUIREMENTS

- High school diploma or equivalent.
- One (1) year of community public service work, such as library, day care center, recreation program or classroom.
- Prior customer service experience.
- Excellent verbal and written communication skills.
- Ability to successfully pass CORI/SORI.
- Reliable transportation to travel between required One City One Library locations in a timely manner.
- Must have a valid driver's license.

PREFERRED QUALIFICATIONS

- One (1) year of supervisory experience.
- One (1) year of customer service
- One (1) year of professional experience working with youth

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 FRIDAY, JUNE 19, 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, HR@Worcesterma.gov.**