



JOB DESCRIPTION

Manager of Borrower Services (Librarian Grade 5)



Division: Borrower Services	Primary Location: Main Library	Non-union
Classification: Paraprofessional	Paygrade: 38M	\$35.41 - \$43.92 hourly
FLSA Status: Non-Exempt	FTE/PTE (40 hours worked)	Last Revised: January 2026

GENERAL STATEMENT OF DUTIES

The Manager of Borrower Services is a paraprofessional position that will oversee all aspects of the Borrower Services division including circulation, interlibrary loan and Mobile Library Services. This position, under the immediate supervision and guidance of the Deputy Director of Borrower Services, is responsible for all activity and functions dealing with the circulation of materials and related services, including assisting in developing and implementing policies and procedures related to circulation, patron registration, record keeping and revenue collection, bookmobile and training throughout the library system. The ideal candidate 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 and mobile services vehicles as assigned.

Bilingual applicants are encouraged to apply

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS

- Serve as assistant to the Deputy Director of Borrower Services assuming all personnel and other management responsibilities in the absence of the Deputy Director of Borrower Services
- Supervise, coordinate, schedule, train, and evaluate circulation and Mobile Library paraprofessional staff, volunteers, and pages. Make recommendations for hiring and discipline, as necessary
- Plan, direct, and review all functions of the Borrower Services Division under direction of the Deputy Director of Borrower Services, including loan and return of materials, retrieval of overdue materials, patron registration, interlibrary loan, and sorting and shelving materials that address the needs of all library patrons
- Maintain communication with supervisors in other departments and work with supervisory staff to resolve problems
- Evaluate and maintain bookmobile stops, oversee bookmobile vehicle maintenance, and communicate with all individuals involved in scheduling, stops, and vehicle upkeep
- Maintain knowledge of all aspects of the Circulation and Mobile Library Departments work at the public service desks
- Create training and other procedural documentation for the Circulation and Mobile Library Departments
- Prepare monthly statistics and inventory reports with all data formatted in Excel
- Maintain proficiency in Commonwealth Catalog and WorldShare ILL software and work with support staff to resolve technical problems. Stay informed of system updates and communicate information to staff

- Interpret and coach staff to 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, Library and professional committees 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

- Demonstrated knowledge of principles and practices of effective library management methods, including work delegation, scheduling, evaluating performance, and maintaining morale
- Experience in the management and operation of Integrated Library Systems, computer software applications and online databases
- Ability to plan short/long term work objectives with staff, assign tasks and follow-up to ensure quality of work and completeness of tasks
- Ability to take initiative to improve existing work techniques and procedures
- Ability and willingness to mention, train, inspire, and motivate staff while fostering a collaborative team environment within and between divisions
- Ability to resolve conflict with staff and patrons
- Ability to establish and maintain effective working relationships with a diverse, multicultural community, volunteers, and staff
- 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
- Ability to 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 learn and use new and emerging library technologies
- Ability to maintain confidentiality
- Knowledge of the principles and correct usage of the English language including grammar, punctuation, and spelling

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE

- Bachelor's degree OR:
 - *An equivalent combination of education, training and five (5) years of relevant experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job will be considered in lieu of the above-mentioned requirements.*
- Two (2) years of experience with personnel management
- Two (2) years of experience in a public library setting
- Ability to successfully pass CORI/SORI
- Driver's License required

PREFERRED

- Demonstrated experience with integrated library systems
- Two (2) years of customer service experience
- Two (2) years of supervisory experience in a public library

PHYSICAL REQUIREMENTS

- Ability to walk, stand and move for long periods of time
- 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 perform bending, stooping, lifting, pushing and twisting
- Ability to maintain patron confidentiality
- 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, FEBRUARY 20, 2026 will receive preference:** 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.