



Position Title: Library Program Coordinator/ Circulation Assistant

Department: Library

Reports To: Library Director, Head of Circulation and Head of Adult Services

FLSA Status: Non-Exempt

Hours: 28 hours per week (benefit-eligible per union contract)

Pay range: \$22.67-25.56

Schedule: Regular schedule includes one evening per week and two Saturdays per month (required)

Position Summary

The Circulation Assistant / Library Program Coordinator is a dual-role position responsible for providing high-quality circulation services while developing, coordinating, and promoting engaging programs for adult and teen patrons. This position divides time evenly between public service desk coverage and program planning, with a focus on fostering community engagement and supporting the library's mission.

Essential Duties and Responsibilities

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Programming (Approximately 50%)

- Plan, develop, and implement a range of active and passive programs for adult and teen audiences that reflect community interests and library priorities
- Identify, schedule, and coordinate events with presenters, performers, and community partners
- Manage all aspects of programs, including space setup, materials, and technology needs
- Evaluate program effectiveness and adjust offerings based on attendance, feedback, and goals
- Prepare and manage program-related communications

Marketing and Outreach Component



- Promote programs through the library's website and social media platforms
- Create clear, engaging promotional materials in coordination with Library standards
- Foster relationships with community organizations to expand program reach and participation

Circulation and Public Service (Approximately 50%)

- Provide direct customer service at the circulation desk, including check-in/check-out, new patron registrations, and general patron support
- Assist patrons of all ages with library services, policies, and basic technology use
- Support daily library operations as needed.

Supervision

- *Supervision Received:* Under immediate supervision of the Head of Circulation and the Head of Adult Services, with general supervision from the Library Director, performs clerical and library work as required.
- *Supervision Given:* None. This position requires working independently, generally during hours that the library is open to the public and other library staff.

Qualifications

Required:

- Demonstrated experience planning and delivering successful programs for teens and/or adults
- Bachelor's degree or equivalent work experience
- Ability to provide welcoming, patient, and inclusive service to a diverse public across age groups
- Proven ability to work collaboratively as part of a library team
- Comfort with in-person, phone, and online communication
- Experience using MS Office, Google Suite and social media
- Ability to count and handle money
- Positive attitude, flexibility, and a sense of humor

Strongly Preferred:

- Prior public library and/or customer service experience
- Experience using social media for marketing
- Familiarity with integrated library systems (we use Evergreen) and basic office technology



Working Conditions & Physical Requirements

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Constant moderate physical effort is generally required in performing functions. Position requires extensive walking, reaching, standing, stooping and climbing when performing functions. Frequently required to lift, move, and/or push furniture and equipment which may weigh 40 pounds or more. While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Vision and hearing correctable to normal ranges.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements the job change.)

Equal Employment Opportunity (EEO) Employer

The Town of Pepperell provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability or genetics. In addition to federal law requirements, the Town complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The Town of Pepperell expressly prohibits any form of workplace harassment based on race, color, religion, gender, sex, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Pepperell's employees to perform their job duties may result in discipline up to and including discharge.

Additional Information

This position is governed by the terms and conditions of the applicable collective bargaining agreement. In accordance with Massachusetts law, all prospective employees are subject to a Criminal Offender Record Information (CORI) check.

