

Head of Borrower Services – Chelmsford Public Library

Chelmsford Public Library is seeking a collaborative, service-oriented leader to head our Borrower Services team. If you're passionate about customer service, staff development, and ensuring seamless access to library materials, we'd love to hear from you.

This role is ideal for someone who thrives in a fast-paced environment, enjoys solving operational challenges, and is committed to reaching underrepresented members of our community. You'll lead a dedicated team in delivering top-notch circulation services, overseeing training, performance evaluations, and volunteers. You'll work closely with the Head of Branch Services to ensure consistent service across our two locations.

You'll also manage our Integrated Library System (ILS) and related equipment, including holds lockers. As the primary liaison with MVLC and vendors, you'll train staff on system updates, troubleshoot issues, and analyze usage data and observations to inform service improvements and space planning.

Responsibilities include overseeing interlibrary loan, museum passes, our Library of Things, and circulation payment collection. You'll collaborate with other department heads on collection development and Reader's Advisory and play an active role in department head meetings and policy implementation.

We're a team of 30 forward-thinking staff members who value inclusion, respect, curiosity, and community. We're committed to professional growth and want you to succeed as you help us live our values and serve our patrons.

Inspired to build meaningful connections and join us in delivering library services that make a real difference? Send us a cover letter and resume that highlights why you're the right fit. Please visit our website for the full job description.

Our Library and Community: Our library is a fun, rewarding place to work, supported by engaged residents and Town partners. Our Trustees and Friends are dedicated to supporting library staff and helping us bring new ideas to life. We welcome fresh insights and proactive solutions to enhance patron connections while fostering a culture of mentorship and professional growth for our employees.

Salary: \$64,505 to \$92,595 in ten steps (FY26 Union Contract table)

Schedule: 37.5 hours weekly in the library including one evening and one Saturday out of four.

Education and Training:

- Master's degree in Library Science (MLS/MLIS)
- Minimum of three years of experience in a public library, preferably in Borrower Services
- At least two years of supervisory experience preferred
- Demonstrated commitment to library and public services

Application Deadline: October 22, 2025

How to Apply: Please send cover letter and resume to Vickie Turcotte, Assistant Director, at vturcotte@chelmsfordlibrary.org. Competitive benefits package includes health, dental and life insurance benefits and this position is represented by the Chelmsford Federation of Teachers, Local 3569. The Town of Chelmsford is an EEO/AA Employer. We encourage diverse candidates to apply.