



City of Framingham, MA

July 30, 2025

Position Vacancy

RFP #26-010-01

Position: Children's Experience Specialist
Department: Library
Salary Range: L-7: \$22.21 per hour – \$30.32 per hour
Schedule: 20 hours/week, 1 evening per week, alternating Fridays/Saturdays



This position is covered by the Collective Bargaining Agreement between the City of Framingham and SEIU, Local 888 Library Union.

Join Our Vibrant Children's Services Team at Framingham Public Library!

Are you passionate about children's literature, early learning, and public service? Do you thrive in a dynamic, team-oriented environment? Are you ready to help shape the next generation of readers, dreamers, and thinkers? Then we want you on our team!

The Framingham Public Library is a community-centered library system known for innovative programs, creative outreach, and inclusive services. We're seeking an enthusiastic, and collaborative individual to join our outstanding Children's Department.

The City of Framingham is currently a 100% onsite work environment.

- Position will remain open until filled. Priority will be given to those who apply within the first 21 days.
- The Framingham Public Library Main Branch is located at 49 Lexington Street, 01702, in downtown Framingham, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#).
- The McAuliffe Branch Library is located at 746 Water Street, Framingham MA 01701
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.

Position Purpose:

Serves as a member of Children's Experience Services for the Framingham Public Library. Promotes and provides exemplary customer service to a vibrant, multi-cultural population in the city of Framingham, the premier resource for free inquiry, creative enrichment, and lifelong learning. Exemplifies innovation, flexibility, collegiality and enthusiasm for all aspects of library customer service. This position requires evening and weekend hours.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

1. Promotes and provides exemplary customer service to staff and public. Protects confidentiality of patron records according to library policy and Mass General Law.

2. Performs a variety of circulation duties including patron registration, checking in and checking out library materials, collecting overdue fines, and placing reserves.
3. Under the direction of the Head of Children's Experience and in alignment with Library and Departmental goals, creates and develops additional monthly enrichment programming based on current professional practices and educational trends to supplement the core Children's programming offerings.
4. Provides an array of programs for the public, and effectively promotes the Children's Experience Services. Promotes increased use of library materials through book talks, author visits, story hours, and craft sessions.
5. Under the Direction of the Head of Children's Experience and Assistant Head of Children's Services Branch, develops, plans, and executes creative and innovative Children's programming based on community interest, professional trends, and current educational initiatives.
6. Provides an array of programs for the public, and effectively promotes the Children's Experience Services. Promotes increased use of library materials through book talks, author visits, story hours, and craft sessions, S.T.E.A.M. programming, and baby and toddler story times.
7. Provides guidance, using print and electronic resources, to children and adults requesting information in the Children's Room. Assists patrons in borrowing and using all library materials and accessing digital resources. Gives directional information. Provides information on library policies and procedures. Ensures accessibility of library services for all patrons
8. Assists with collection development for children from ages birth to 12 years and the maintenance of an attractive, current array of library materials.
9. Creates attractive displays to showcase and highlight library materials for children in all formats.
10. Troubleshoots library's technology equipment as necessary.
11. Accurately collects and maintains library statistics as required for the ARIS report or requested by Library Administration
12. Performs related duties as assigned

Qualifications:

- Must have a Bachelor's degree.
- Must have two (2+) or more years' experience in library services or any equivalent combination of education, training, and experience.
- Must complete a course in Children's Literature at an accredited institution. Coursework may be completed within one year of hire date.
- Knowledge of:
 - Integrated Library Systems (ILS), Innovative Sierra preferred.
 - Library electronic collections and technologies.
 - Customer service.
 - Children's literature and culture.
- Ability to:
 - Interact effectively with children and parents.
 - Work in a fast-paced environment.
 - Exhibit humor, tact, flexibility, and initiative.
 - Learn new software and hardware quickly.
 - Embrace change and contribute to the overall mission of the library.
- Skills:
 - Public speaking
 - Strong writing ability
 - Organizational skills.
 - Familiarity with social media platforms.
 - Spanish and Portuguese are desirable.

Physical Demands:

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 position's essential functions.

- Work is performed in an office setting and involves working on a computer, handling library materials, and frequent interaction with patrons at a service desk.
- Must be able to retrieve materials from shelves of various heights.
- Must be able to move about the buildings.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

Supervisory Received:

The Children's Experience Specialist is supervised by the Head of Children's Experience, and the Assistant Head of Children's Experience.

Supervision Given:

The Children's Experience Specialist does not supervise any employees.

Work Environment:

Work is performed primarily in an office environment with normal office noise and traffic.

Occupational Risk:

Duties of the position generally present little to no risk to the employee.
