

Assistant Head of Information Services

Description

Do you enjoy being part of a team? Do you have a customer-service attitude? Join the community-minded team at Washington County Free Library (WCFL). We are seeking an organized, creative, energetic professional with good management skills, who is committed to serving the public in an urban library setting. This professional position will assist in supervising the Information Services Department, under the direction of the Head of Information Services, and will work with a range of diverse communities and ages (emphasis on services and programming for adults) at the Information Services Desk. The Assistant Head of Information Services will proactively problem solve, provide support to Information Services staff, and coach employees to succeed, while supporting the Library's mission and strategic plan.

Located in Western Maryland, in the tri-state area where Maryland, West Virginia, and Pennsylvania meet, WCFL is a rapidly developing system dedicated to building a strong and vibrant community. By facilitating the public's freedom to explore, learn, and transform, WCFL connects people to ideas and resources and to each other, helping to foster individual and community growth.

Location: Fletcher Branch of the Washington County Free Library.

Hours: Full-time; 37.5 hours per week (varied workdays and hours within the WCFL operating schedule, nights and weekends included); full benefits.

Salary ranges: Anticipated hiring rates will be \$26.94/hour for Librarian II and \$22.74/hour for Library Associate II.

Essential Functions

This list is representative and does not include all the duties this position entails:

- Responsible for the Information Services department in the absence of the Head of Information Services.
- Provides excellent customer service to library patrons through a variety of methods.
- Provide reader's advisory to patrons, with a primary focus on adults.
- Resolves a variety of patron complaints and issues.
- Creates and updates weekly work and Information Services Desk schedules to meet departmental needs.
- Coordinates the compilation of departmental statistics, monitors and enters them into a central data collection point on a monthly basis.
- Assists the Head of Information Services in formulating goals and objectives for the department and oversees their implementation as assigned.

Skills, and Abilities

- Thorough knowledge of modern principles and practices of librarianship, with particular reference to meeting the information and technology needs of adults, and proven experience with administrative management and/or supervision.
- Strong attention to detail and excellent communication skills.
- Ability to exercise independent judgement and the ability to organize, plan, and execute work and to set and reach goals with minimal direct supervision.
- Good information retrieval skills and the willingness to work with diverse populations.
- Familiarity with new applications of computer technology related to public library services.
- Depth and breadth knowledge of popular reader interests, books, and authors and the ability to provide excellent reader's advisory service.
- Willingness and ability to be flexible in moving from task to task as required.
- Ability to juggle multiple things at once and prioritize accordingly.
- Ability to work in an environment with multiple distractions.
- Skill and experience in problem-solving and ability to think outside the box.
- Willingness to learn and adapt to changes.

Qualifications & Requirements:

Education & Work Experience Requirement for Librarian II (preferred):

- Possession of a Master's Degree in Library and Information Science degree (ALA accredited program).
- Considerable experience in professional library work as a paid librarian.
- Experience working the Information Services Desk in an urban public library is preferred, along with the possession of a valid driver's license.
- Professional Public Librarian certification from the Maryland State Department of Education or ability to obtain this certification within six months of hire.

Education & Work Experience Requirement for Library Associate II

- Bachelor's Degree from a recognized college or university.
- Willingness and ability to obtain a Master's Degree in Library and Information Science from an ALA accredited program within three years of hire; position will transition to a permanent Librarian II position upon successful completion of degree. Tuition assistance may be available for eligible candidates.
- Five years of management and/or supervisory experience in a relevant or transferable field.
- Minimum three years of customer service work experience in a library, or working directly with the public in retail, education, community or public relations, or any high traffic customer service setting.
- Minimum of one year of recent (within last five years) library work experience preferred.

TOTAL COMPENSATION PACKAGE:

WCFL offers an extensive compensation package to reflect how much we value our employees. The following is what you can expect as a full-time, benefited Washington County Free Library employee:

- 15-25 days of annual Vacation Leave, based on years of service.
- 6 paid Personal Days per year.
- 8 hours of Sick Leave per month, unlimited annual carryover.
- 14 paid holidays.
- Paid Parental Leave (6 weeks paid, 6 weeks unpaid).
- Comprehensive Health Insurance Plan, including medical, dental, vision, and prescription coverage.
- Library paid Life Insurance benefit.
- Library paid Accidental Death and Dismemberment Insurance.
- Library paid Short-Term Disability Insurance.
- Library paid Long-Term Insurance.
- State and Employee funded Defined Benefit Pension Plan (Maryland Teachers Retirement System).
 - Vested after 10 years of service.
 - Credit for prior active military service and unused paid Sick Days.
- Eligible to participate in 457b Deferred Compensation Program.
- Eligible for paid training for library and industry specific workshops and courses.
- Public Service Loan Forgiveness (PSLF) eligible employer.
- Work/Life balance programs through the Employee Assistance Program.
- Tuition Reimbursement Program for select degrees.
- Ability to purchase books and media for personal use at a discounted rate.

To apply: Email completed employment application and resume to Admhr@washcolibrary.org. Application can be downloaded at <https://www.washcolibrary.org/>. Position open until filled.

The Washington County Free Library recognizes the principles of diversity and inclusion, and strives to ensure equal opportunities for its workforce, applicants, and community members. If you are a person who wants to make a difference, give back to your community, and be a voice for change, apply to the Washington County Free Library today.