

Head of Information Services

Description

The Washington County Free Library (WCFL) seeks an experienced and organized Information Services librarian who will bring creativity, energy, and strong administrative and management skills to leading an Information Services department dedicated to serving the diverse communities of Hagerstown and Washington County. This professional position requires the ability to exercise considerable independent judgment and initiative, to multitask, and to work successfully in an urban setting, both within the library and at outreach events, along with experience and proven knowledge and ability to work the Information Services Desk and provide proficient Reader's Advisory. The Head of Information Services will administer the Information Services department, provide support and mentoring 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 rate will be \$29.94/hour.

Essential Functions

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

- Administers, supervises, and staffs the Information Services Department, which is responsible for all services to adult patrons at the Fletcher Branch of the Washington County Free Library.
- Uses excellent customer service skills with internal and external customers.
- Formulates targeted goals and objectives for the department and oversees their implementation.
- Responsible for the planning and implementation of all adult programming at the Fletcher Branch and acts as a consultant for adult programming system-wide.
- Leads the library's efforts to connect with and meet the needs of adult readers in Washington County through an innovative, robust, and mobile reader's advisory service.
- Coordinates and provides leadership in the development and provision of mobile, user-focused reference, digital literacy, and technical instruction services to adults of all ages.

- Collaborates on the planning, implementation, and maintenance of library displays in a cohesive and coordinated effort according to library-wide plan.
- Formulates, prepares, and submits a departmental budget and tracks departmental spending across all areas to ensure budgetary compliance and best practices.
- Ensures that a defined list of departmental statistics is collected, compiled, and recorded on a daily, weekly, or monthly basis as directed, and analyzes collected data to make recommendations and/or adjustments to services.
- Takes on an outward facing role and acts as the primary staff member responsible for general outreach opportunities not specifically aimed at children.
- Establishes and documents departmental procedures and ensures that they fit cohesively with the larger goals, policies, and procedures of the Washington County Free Library.

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.
- Enthusiasm for, and commitment to, working with diverse populations in an urban setting.
- 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 to the appropriate age group.
- 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 Requirements:

- Possession of a Master's Degree in Library and Information Science degree (ALA accredited program).
- Considerable experience in management and professional library work as a paid librarian.
- Experience working with adults in an urban public library is preferred.

- Valid driver's license required.
- Professional Public Librarian certification from the Maryland State Department of Education or ability to obtain this certification within six months of hire.

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.