

Library Assistant III (FT) - Assistant Head of Circulation Services

Description

The Washington County Free Library (WCFL) has an immediate opening for a full-time Library Assistant III (Assistant Head of Circulation) at the Fletcher Branch in Hagerstown. This position reports to the Head of Circulation and assists in the management of the department as assigned. Work requires knowledge of standard circulation procedures, problem solving ability, critical thinking, and independent judgment. The successful candidate should be flexible and organized, be willing to embrace change, and to work collaboratively with other staff and departments. Ability and willingness to drive a large van are also required.

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: Based at the Fletcher Branch of the Washington County Free Library; may require travel to other branches.

Hours: Full-time; 37.5 hours per week (schedule may vary, nights and weekends included); position subject to system-wide reassignment.

Salary ranges: Anticipated hiring rate will be \$18.70/hour.

Essential Functions

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

- Assists with the management of the Circulation Services Department at the Fletcher Branch; may manage the department in the absence of the department head.
- Creates weekly staff schedules and is the lead for the coordination and delivery of materials for two offsite smart locker locations.
- Staffs the Circulation Desk and performs routine circulation and customer service tasks, including, but not limited to, checking materials in and out, providing assistance with accessing, locating, and requesting materials, and the performance of general reader's advisory and technology assistance.
- Runs various circulation reports and ensures work is completed as assigned.
- Acts as a passport agent as assigned (training provided).
- May oversee the implementation of targeted departmental goals and objectives as assigned.

- Responsible for the daily reconciliation and documentation of cash register monies and the daily transfer of monies to Administration as assigned.
- Assists with collection maintenance as assigned or required; includes, but is not limited to, weeding from a provided list and withdrawing materials.
- Works a flexible schedule, including nights and weekends, as necessary.
- Other duties as assigned.

Skills, and Abilities

- Ability to effectively and efficiently perform all circulation functions and troubleshoot as needed, while providing proactive customer service.
- Experience with and knowledge of library software and other technology, including, but not limited to Polaris/Leap, Microsoft 365, including Word, Excel, and Outlook email.
- Ability to effectively plan, organize work, determine priorities, multi-task, make decisions, and complete assigned duties with multiple interruptions.
- The ability to effectively and creatively solve Circulation-related problems and issues from patrons and staff.
- Demonstrated ability to communicate tactfully and effectively with patrons and staff, and to create a positive, welcoming, and helpful environment for diverse populations.
- Ability and willingness to obtain certification as a passport agent.
- Flexibility, and the ability and willingness to support departmental and organizational change.
- Ability to collect and record statistical data as required from manual and electronic sources.
- Ability to effectively access and utilize current and emerging technology and the Internet to perform all required tasks, and to effectively provide related instruction to patrons and/or staff as needed.
- Ability to accurately handle cash and cash receipts, and to operate a cash register and/or equivalent technology; includes basic math skills and the ability to accurately make change.
- Ability to work a flexible schedule and to regularly lift, bend, move, push and pull heavy carts, and remain standing for long periods of time.

Qualifications & Requirements:

High School graduate (or GED) and ability to successfully use a computer and applicable software to fulfill the requirements of the position.

Minimum two 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. A minimum of one year of recent (within the last five years) library work experience is preferred.

A valid driver's license and a willingness and ability to travel regularly within Washington County is required.

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; first consideration will be given to applications received by close of business on February 24, 2025.

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.