

Library Assistant II

Description

The Washington County Free Library (WCFL) seeks a dependable part-time Library Assistant II with a strong public services commitment to work in the Keedysville and Boonsboro libraries. This position performs a variety of clerical duties related to the circulation of library materials in a fast-paced, team-oriented work environment, including, but not limited to, answering phones, greeting and directing patrons, checking materials in and out, registering new patrons for library cards, and shelving materials. Provides non-judgmental customer service to diverse sections of the community.

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 the Keedysville and Boonsboro branches of the Washington County Free Library; may require travel to other branches.

Hours: Part-time, 20 hours per week (nonexempt); varied days and hours during WCFL's regular operating schedule, including evenings and weekends; position subject to system-wide reassignment. Current schedule includes every Saturday.

Salary ranges: Anticipated hiring rate will be \$17.64/hour; pro-rated benefits provided.

Essential Functions

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

- Carries out and explains circulation policies and procedures to patrons; resolved problems and concerns in a positive manner which promotes and reflects exceptional customer service practices.
- Answers the phone and proactively greets and welcomes patrons to the library, while maintaining a positive, friendly and cooperative attitude.
- Charges and discharges library materials and registers new patrons for library cards.
- Accurately enters data and updates patron records.
- Shelves materials, participates in inventory and shelf reading as assigned, keeps shelves in order, and empties book drops.
- Assists patrons with photocopying, faxing, printing, and self-check machines.
- Calculated and receives fines and fees; discusses and explains fine and fee policies to patrons.
- Reports facility and other problems to other staff.
- Perform other related duties as assigned.

Skills, and Abilities

- Strong customer services skills and a commitment to public service.
- General clerical skills, a working knowledge of public library practices and procedures, particularly those relating to the circulation of materials, and an ability to effectively and efficiently carry out the duties of the position.
- Strong verbal communication skills and the ability to work well with diverse populations.
- Ability to operate relevant technology and computer systems, including hardware, software, and office machines to adequately perform assigned job duties.
- Willingness and ability to learn and utilize new computer applications and other technology.
- Ability to follow directions and pay attention to detail, and to multi-task and effectively manage time in a busy environment.
- Ability to demonstrate positive attitude and good judgement.
- Ability to accurately handle cash and cash receipts, operate a cash register and/or equivalent technology, and accurately make change.
- Ability to work independently, as well as with others, and be flexible and patient with patrons and staff.
- Ability to regularly lift, bend, move, push and pull heavy cards, and remain standing for long periods of time.

Qualifications & Requirements:

High School graduate (or GED) and ability to successfully use a computer.

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

A valid driver's license, reliable transportation and the ability to travel to various branches as needed 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:

- Prorate Vacation Leave, based on number of hours worked per week and years of service.
- Prorated paid Personal Days, based on number of hours worked per week.
- Prorated Sick Leave (unlimited annual carryover), based on number of hours worked per week.
- 14 paid holidays.
- 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 March 26, 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.