

Full-Time Library Assistant II – Circulation

Description

The Washington County Free Library (WCFL) seeks a dependable full-time Library Assistant II with excellent customer service skills and attention to detail to join the Circulation Services team at the Fletcher Branch in Hagerstown. This position performs a variety of clerical duties related to the circulation and maintenance 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. Certification as a Passport Agent is required. Time may also be spent assisting other departments, as needed. May also be assigned special projects, or the coordination of special projects, and has increased responsibilities at the Circulation Desk.

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 (Hagerstown) of the Washington County Free Library.

Hours: Full-time; 37.5 hours per week (nonexempt); varied days and hours during WCFL's regular operating schedule, including evenings and weekends; position subject to system-wide reassignment.

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

Essential Job Duties and Responsibilities

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

- Carries out and explains circulation policies and procedures to patrons; resolves 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.
- Calculates and receives fines/fees; discusses and explains related policies to patrons.

- Acts as a passport agent as needed; passport agent certification required.
- Conducts and/or coordinates special projects, as assigned.
- Reports facility and other problems to the appropriate staff; troubleshoots problem in the absence of a supervisor.
- 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.
- Thorough knowledge of the goals, resources, policies, practices, and activities of the Washington County Free Library and the assigned branch and/or department.
- 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 judgment.
- 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 carts, and remain standing for long periods of time.

Qualifications & Requirements

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

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. Minimum of one year of recent (within 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:

- 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 to Admhr@washcolibrary.org. Application can be downloaded at <https://www.washcolibrary.org/>. Applications received by 10:00 am on Monday, September 22, 2025 will be given first consideration.

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.