

Part-Time Library Assistant II – Youth Services

Description

The Washington County Free Library (WCFL) seeks a dependable part-time Library Assistant with excellent customer service skills and experience with children. This position works the public service desk in the Children's area at the Fletcher Branch in Hagerstown. Duties will include answering phones, greeting and directing patrons, finding and/or recommending library materials by age or reading level, monitoring activity in the Children's area, and other duties as assigned. Willingness and ability to provide non-judgmental customer service to diverse sections of the community is 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: Fletcher Branch (Hagerstown) of the Washington County Free Library.

Hours: Part-time, 11 hours per week (nonexempt); varied days and hours during WCFL's regular operating schedule, including evenings and weekends; position subject to system-wide reassignment. This position is currently scheduled to work every Sunday (4-hour shift).

Salary ranges: Anticipated hiring rate will be \$17.64/hour; pro-rated 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 library policies and procedures relating to library service to children and families; 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 department, while maintaining a positive, friendly, and cooperative attitude.
- Provides basic reference assistance as needed; refers more complicated questions to the appropriate staff.
- Assists in program preparation as needed.
- Recommends books and other materials.
- Reports facility and other problems to the appropriate staff.
- Perform other related duties as assigned.

Skills, and Abilities

- Strong customer services skills and a commitment to public service.
- Ability and willingness to successfully interact with children.
- Basic knowledge of reading levels and corresponding library materials or willingness to learn.
- General clerical skills, a working knowledge of public library practices and procedures, 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 judgment.
- Ability to work independently, as well as with others, and be flexible and patient with patrons and staff.

Qualifications & Requirements

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

Minimum one year 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. Public library work experience is preferred.

Experience with children is preferred.

A valid driver's license, reliable transportation, and the ability to travel to various branches if 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 part-time, benefited Washington County Free Library employee:

- Prorated 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.
- 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 5:00 pm on Monday, September 13, 2024 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.