

Head of Circulation Services

Description

The Washington County Free Library (WCFL) seeks an organized and flexible librarian who will bring energy, enthusiasm, and strong management skills to the position, along with a willingness to embrace change, innovation, continuous learning, and proactive customer service. This position supervises and administers the Circulation Services Department at the Fletcher Branch and also sets circulation processes and procedures at a system-wide level; work is performed with considerable independent judgment and initiative. A commitment to public service to diverse communities is required, along with strong administrative and problem-solving skills. The successful candidate must also have an understanding of an urban public library's needs and priorities, particularly in respect to the duties and responsibilities of a busy Circulation Department, and a willingness to work collaboratively with other departments.

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. Position subject to system-wide reassignment.

Salary ranges: Anticipated hiring rate will be \$28.29/hour.

Essential Functions

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

- Administers and supervises the Circulation Services Department at the Fletcher Branch, and sets circulation processes and procedures at a system-wide level.
- Formulates targeted goals and objectives for the department and oversees their implementation.
- Creates and/or maintains an up-to-date departmental manual and ensures that all staff understand and follow correct departmental and library-wide policies and procedures.
- Responsible for passport services at WCFL; passport agent certification required.
- Responsible for the daily reconciliation and documentation of cash register monies, and the daily transfer of monies to Administration.
- 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, performing general reader's advisory, basic reference assistance, and technology assistance.

- Assists the Head of Collection Management with the evaluation and assessment of collection needs by community and with collection maintenance.
- 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.
- Works a flexible schedule, including nights and weekends, as necessary.
- Other duties as assigned.

Skills, and Abilities

- Thorough knowledge of modern principles and practices of public librarianship and the knowledge and skills necessary to supervise, guide, evaluate, and train assigned staff, and communicate with library staff on all levels.
- Ability to effectively plan, organize work, determine priorities, multi-task, make decisions, and complete assigned duties with minimal supervision and with multiple interruptions.
- The ability to effectively and creatively solve problems; including the ability to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches.
- Demonstrated ability to communicate tactfully and effectively with patrons and to create a positive, welcoming, and helpful environment for diverse populations.
- Ability and willingness to obtain certification as a passport agent.
- Ability to write effectively at a professional level, including the ability to create and edit a departmental procedure manual.
- Flexibility and the ability and willingness to support departmental and organizational change.
- Ability to collect, understand, and analyze statistical data and make suggestions based on a combination of the data and organizational needs.
- Ability to provide reader's advisory and basic reference service to patrons.
- 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:

Possession of a Master's Degree in Library and Information Science from an American Library Association accredited program and experience in professional library work specific to Circulation Services, including supervisory and management experience.

A valid driver's license and a willingness and ability to travel within Washington County as needed.

Must be eligible for Maryland Public Librarian Certification.

Experience as a passport agent preferred.

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 January 10, 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.