

FORSYTH COUNTY PUBLIC LIBRARY NOTICE OF JOB OPENING

Information Specialist

(Part-time 25 hours per week, schedule varies)

Do you pride yourself on excellent customer service?

Forsyth County Public Library in Cumming, GA is looking for exceptional Information Specialists!

This part-time, 25-hour per week position offers a generous benefit package.

Explore this exciting opportunity!

JOB OVERVIEW: The Information Specialist position is a front-line customer service position for the Library and provides information, readers' advisory, and circulation services to library patrons of all ages. It uses electronic and print resources to meet patrons' information needs. It plans, prepares, and presents programs for adults. It also assists in collection maintenance and performs a variety of tasks in support of the Library.

PAY RATE: \$15.35 per hour (higher for MLIS). Non-exempt.

GREAT BENEFITS!

- Annual Leave (16 days), Sick Leave (13 days), Holidays (11 days). Teacher's Retirement System of GA.
- Free: Life (2x pay), Short-term Disability, and Long-term Disability insurances.
- Other options include: Dental, Vision, additional Life, Critical Illness, Legal, Flexible Spending Accounts.

SCHEDULE: Part-time, 25 hours per week. **Work schedules will vary and flexibility is required.**

- The library is open 7 days/week, and staff are scheduled on any day of the week.
- Schedule includes a combination of daytime hours, evening hours, and rotating Saturdays and Sundays. ***Applicants will only be considered if they can meet this flexible schedule as an ongoing requirement.***

RESPONSIBILITIES:

- **Customer Service** – Provides direct customer service to library patrons of all ages. Greets patrons with a smile. Circulates through public areas and ensures patrons' needs are met. Demonstrates strong customer service skills and effectively resolves problems.
- **Information and Readers' Advisory Services** – Conducts reference interviews to determine patrons' needs. Uses electronic & print resources to find information, and assists patrons in using these resources. Provides readers' advisory recommendations. Uses strong technology skills to assist patrons in using and troubleshooting computers, software, and electronic devices. Markets the library's collection, services, and resources.
- **Circulation Services** – Maintains confidential patron & circulation databases. Registers patrons for library cards. Checks out, renews, and checks in materials. Receives cash, check & credit card payments. Places holds; maintains hold shelf.
- **Programs** – Plans and conducts library programs and tours for adults.
- **Collection Maintenance** – Deselects (weeds) materials in designated areas. Develops displays.

REQUIREMENTS:

- Education: Bachelor's degree. **Preferred:** Master's in Library Science (MLIS) with Georgia Certificate of Librarianship.
- Experience: Customer service. **Preferred:** Direct experience in a public library, in reference, information, & readers advisory services.
- Knowledge: Broad knowledge in a variety of topics and interests. Knowledge of classic & popular authors for all ages.
- Computer: Windows, MS Office, databases, electronic/print resources. Assist patrons with computers, software, electronic devices.
- Skills: Strong interpersonal & verbal communication skills. Public speaking skills.
- **Preferred:** Bilingual (English/Spanish, English/Hindi/Tamil/Telugu) skills helpful.

TO APPLY: Submit **Cover Letter, Resume, & FCPL Application** (available at www.forsythpl.jobs or library information desk) to:
HR-Posting #E-1902, Forsyth County Public Library, 585 Dahlonega Street, Cumming, GA 30040.
Deadline: January 22, 2019. Questions: FCPL-jobs@forsythpl.org (or call 678-513-9372).

Physical Demands: Prolonged periods of standing & sitting. Frequent but intermittent periods of stooping, bending, walking, moving throughout the library, pushing fully-loaded book carts & bins. High degree of manual dexterity & repetitive hand movement. Frequent lifting of light objects (e.g., books, reams of paper), occasional lifting of heavy items (tubs or boxes of library materials), & occasional use of pushing & pulling motions to move chairs, tables, or meeting room wall partitions. Must be able to independently lift or move a tub/container of library materials (which may weigh up to 40 pounds).

All offers of employment are contingent upon successfully passing the appropriate background checks & drug screening.

FCPL is an Equal Opportunity Employer and does not discriminate on the basis of race; color; religion; sex; national origin; age; disability; genetic information; uniformed service status; pregnancy, childbirth or related medical conditions; or any other legally protected category.