



FORSYTH COUNTY PUBLIC LIBRARY NOTICE OF JOB OPENING

Information Services Supervisor

Maybe assigned to any Branch.

FCPL is an Equal Opportunity Employer and has a strong commitment to achieving diversity among staff. FCPL 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.

JOB OVERVIEW:

The Information Services Supervisor oversees branch-level services to adults, to include providing readers' advisory and information services to patrons, maintaining the adult areas of the branch, maintaining and marketing the adult collections, and planning and presenting programs to adults. The position supervises the Information staff, and assumes building supervision duties. It also provides direct customer service to library patrons of all ages.

SALARY: \$56,409.60 *annually (For current FCPL staff, current pay rate will be taken into consideration.)*

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.
- Optional benefits include: Health, Dental, Vision, additional Life, Critical Illness, Legal, Flex Spending Accts.

SCHEDULE: Full-time, exempt status. Schedule includes evenings, weekends, and weekdays (typically 1-2 evenings per week and every 3rd Saturday & Sunday). The work schedule varies from week to week. **Flexibility is required.**

JOB RESPONSIBILITIES:

- **Oversees branch-level services to adults.** Provides readers' advisory and information services to walk-in, telephone, and web-based patrons of all ages, with specific emphasis on adults. Maintains the adult areas of the library branch. Maintains and markets the adult collections. Plans and presents programs to adults.
- **Supervises Information Specialists and assumes building supervision responsibilities.** Trains, schedules, assigns work, coaches, mentors, and evaluates performance of Information Specialist staff. Ensures Information staff proficiency in using technology needed to provide excellent customer service to patrons. Develops schedules and assigns staff to cover all library services. Serves as Building Supervisor.
- **Provides direct customer service to library patrons of all ages.** Models behaviors appropriate for front-line customer service positions. Demonstrates a positive, professional, courteous manner with library patrons. Greets patrons with a smile; acknowledges patrons waiting for service. Circulates through public areas and ensures patrons' needs are being met.

REQUIREMENTS:

Minimum: Master's degree in Library Science (MLS) with a Georgia Certificate of Librarianship. One year of experience working in a public library, one year of experience providing programming for adults, and one year of experience involving customer service. Evidence of supervisory or leadership skills. Broad base of knowledge in a variety of topics and interests. Knowledge of classic and popular authors for all ages. Strong computer skills, including use of Windows, MS Office, email, Internet, databases, and various electronic and print resources. Strong computer troubleshooting skills to assist patrons with a variety of computer actions and applications. Strong verbal communication skills and interpersonal skills. Will consider other combinations of education and experience that provide the required knowledge and skills.

Preferred: Direct experience involving library reference services, information services, and/or circulation services. Two or more years of experience working in a technologically progressive public library.

TO APPLY: Submit **Cover Letter, Resume, & FCPL Application** (available at <https://www.forsythpl.org/employment> or the Library Information Desk) to: Human Resources - Posting #E-2023-03 Forsyth County Public Library, 585 Dahlonega Street, Cumming, GA 30040. **Deadline: 02/15/2023.** Questions: FCPL-jobs@forsythpl.org (or call 678-513-9372).

Requires prolonged periods of standing and sitting, frequent but intermittent periods of stooping, bending, walking, moving throughout the library, and pushing fully-loaded book carts and bins. Requires a high degree of manual dexterity and repetitive hand movement, frequent lifting of light objects (e.g., individual books, reams of paper), occasional lifting of heavy items (tubs or boxes of library materials), and occasional use of pushing and 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). Requires the ability to communicate verbally under pressure and to project vocally to a group.

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