FORSYTH COUNTY PUBLIC LIBRARY
NOTICE OF JOB OPENING

Information Specialist – Cumming Branch
(Part-time 20 hours per week, schedule varies)

Looking for a great place to work? Forsyth County Public Library in Cumming, Georgia is a 4-branch library system, with some of the busiest libraries in the state of Georgia! Over 100,000 people have attended our programs in the past year! This part-time, 20-hour per week position is eligible for most library benefits. Explore this exciting opportunity!

JOB OVERVIEW:
The Information Specialist is a front-line customer service position. It provides information and readers advisory services to patrons of all ages, using electronic & print resources to meet patrons’ information needs. It provides circulation services to patrons, assists in collection maintenance, assists in conducting library programs, and performs a variety of support tasks.

PAY RATE: $15.04 per hour (higher for MLIS). Non-exempt.

SCHEDULE: Part-time, 20 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.

JOB RESPONSIBILITIES:
- Provides direct customer service to library patrons of all ages. Circulates through public areas & ensures patrons’ needs are met; provides welcoming, professional impression of Library. Assists patrons in using self-service machines; promotes self-service options. Maintains composure in situations involving irate patrons, high work volume or other stressful conditions.
- Provides information and readers advisory services to walk-in, telephone, and web-based patrons of all ages. Conducts reference interviews. Assists patrons in locating and selecting appropriate sources of information. Utilizes electronic & print resources to meet patrons’ information needs. Instructs patrons in utilizing resources. Provides readers’ advisory recommendations. Markets the library’s collection, services, and resources.
- Provides circulation services to patrons. Maintains confidential patron and circulation databases. Registers patrons for library cards. Enters and updates patron information in database. Checks out, renews, and checks in materials. Receives payments by cash, check or credit card. Places hold requests; maintains hold shelf.

Minimum Requirements: • Bachelor’s degree. • Broad base of knowledge in a variety of topics & interests. • Knowledge of classic & popular authors for all ages. • Experience in customer service, data entry, & handling cash. • Strong computer skills (Windows, Office, email, Internet, databases, various electronic & print resources). • Strong computer troubleshooting skills to assist patrons with computer actions & applications. • Strong interpersonal & verbal communication skills.

Preferred Requirements: • Master’s degree in Library Science (MLIS) with Georgia Certificate of Librarianship. • Direct experience involving library reference services, information services, and/or circulation services. • One or more years of experience working in a technologically progressive public library. • Bilingual (English/Spanish) skills helpful.

BENEFITS: Options include Dental, Vision, Life, Disability & other flexible benefits. Teacher’s Retirement, 403(b) & 457(b) plans.

TO APPLY: Submit Cover Letter, Resume, & FCPL Application (available at www.forsythpl.jobs or library information desk) to: HR-Posting #E-1709, Forsyth County Public Library, 585 Dahlonega Street, Cumming, GA 30040.

Deadline: May 16, 2017 Questions: FCPLjobs@forsythpl.org (or call 678-513-9372).

Requires prolonged periods of standing & sitting, and frequent but intermittent periods of stooping, bending, walking, moving throughout the library, & pushing fully-loaded book carts & bins. Requires a high degree of manual dexterity & repetitive hand movement. Involves frequent lifting of light objects (e.g., individual 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.