



Guelph Public Library  
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## **Job POSTING #19-43b**

**Title: TEMPORARY Librarian**

**Department:** Information

**Supervisor:** Director of Customer Service

**Employee group:** Union (CUPE)

**Job Grade: 10**

**Hours: Full-time (includes evenings and weekends) \*\* from approximately August 2019 to July 2020**

### **Job Summary:**

A Librarian at Guelph Public Library is responsible for a variety of professional duties including reference services, collection development, library programs, and position specific duties.

All employees are required to:

- Promote the Guelph Public Library Mission Statement
- Provide exemplary customer service
- Cultivate a healthy and safe workplace

### **Duties:**

#### **A. Reference Services**

- Provide advanced or complex reference assistance to the public using the appropriate electronic or traditional library resource
- Teach customers how to use the library, the website, and its resources
- Maintain library records (booklists, indexes, customer records, databases, inter-library loan, etc.)

#### **B. Collection Development**

- Make suggestions for the purchase of library resources for various departments

#### **C. Programs**

- In cooperation with programming staff, develop, present and evaluate library programs (i.e. archival events, book clubs, tours, story-times, displays, special events)

#### **D. Other**

- Assist in planning and evaluation of GPL services (i.e. Task Forces and benchmarking best practices)
- Assist in the development of library policies and procedures.
- Prepare reports and collect statistical data
- Operate office equipment (e.g. Photocopier, computer, fax machine, debit machine, etc.)
- Participate in external committees or associations and participate in library special events
- Assist in maintaining:
  - i. an inviting and orderly library environment,
  - ii. Prompt and efficient customer service at all service desks
- Perform other duties

### **Department/Position Specific Duties**

#### **A. Information Department**

- Assist in testing best practices and new technologies

### **Qualifications:**

#### **A. Education**

- A Masters of Library Science or Information degree from an ALA/CLA accredited library school

#### **B. Experience**

- Two year up to three years recent (within the last 7 years) experience as a customer service representative (one year is defined as 1820 hours over a course of a maximum 3 years). Clerical related experience in the provision of library services is preferred
- Knowledge of the Occupational Health & Safety Act
- Significant progressive experience, knowledge and understanding of standard office procedures, MS software applications, library software and operating procedures, and customer service techniques

#### **C. Skills**

- Good leadership skills
- Outstanding customer service skills with the ability to effectively resolve customer inquiries/complaints in a courteous and efficient manner.
- Demonstrated ability to utilize analytical and decision-making skills to initiate, assess, and complete complex library tasks, research, and projects
- Instructional/ teaching skills
- Demonstrated ability to speak in public
- Intermediate skills in MS Office (Word, Excel, Outlook, and Power Point); keyboarding - minimum 35 wpm
- Exceptional verbal and written communications skills with the ability to communicate with all levels of staff, stakeholders and the public.

#### **D. Other**

- Ability to assume responsibility for assigned areas of expertise and special projects
- Demonstrated commitment to continuous learning and professional development in a library setting
- Ability to work well in a team environment and be able to assist with multiple tasks
- Ability to perform light physical work, ability to lift up to 25 kg

**Pay rate:** As per the Collective Agreement

**Posting start date: August 29, 2019**

**Applications including a cover letter, resume and 2-3 work references should be submitted to:**

Carolyn Elston-Ryder  
Guelph Public Library  
100 Norfolk St.  
Guelph ON N1H 4J6  
[celstonryder@guelphpl.ca](mailto:celstonryder@guelphpl.ca)

Please quote "Librarian, 19-43b" in subject line

Applicants are required to demonstrate in their application how their qualifications match those specified above. Assessments based on all of the objectives and qualifications listed above will be a part of the interview, written and/or practical test and reference checking.