



Guelph Public Library
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Job POSTING #19-44b

Title: PT Librarian

Department: Information

Supervisor: Director of Customer Service

Employee group: Union (CUPE)

Job Grade: 10

Hours: Part-time 21+ hours per week (includes evenings and weekends)

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
Human Resources
Guelph Public Library
100 Norfolk St.
Guelph ON N1H 4J6
celstonryder@guelppl.ca

Please quote "Librarian, 19-44b" 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.