



Guelph Public Library
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Job POSTING #24-14

Title: TEMPORARY Librarian Information Services (contract up to 18 months)

Department: Information

Supervisor: Supervisor of Community Engagement

Employee group: Union (CUPE)

Job Grade: 10

Hours: Full-time (includes evenings and weekends) ** for up to 18 months

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

Posting start date: March 13, 2024

Posting end date: until filled

The Guelph Public Library is an equal opportunity employer which values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance

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@guelphpl.ca

Please quote "Librarian, 24-14" 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.