



Guelph Public Library
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Job POSTING #23-34

Title: Library Technician (Sunday Position – Contract up to 18 months)

Job Grade: 8

Department: Information

Supervisor: Supervisor of Community Engagement

Employee group: Union (CUPE)

Hours: Sunday Hours (during the Sunday shifts) – Contract up to 18 months

Job Summary:

A Library Technician at GPL is responsible for a variety of technical duties including: Cataloguing, Reference Services, and Inter Library Loan.

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 reference assistance and readers advisory 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. Other Duties

- Operate office equipment (e.g. Photocopier, computer, fax machine, debit machine, etc.)
- Answer telephone, direct calls to the appropriate department or staff member and when required supply information over the telephone
- In co-operation with the programming staff, assist in presenting and evaluating library programs
- Make suggestions for purchase of library materials and equipment

- Prepare reports and collect statistical data
- Participate in external committees or associations and participate in library special events
- Assist in maintaining:
 - an inviting and orderly library environment,
 - Prompt and efficient customer service at all service desks
- Perform other related duties

Department Specific Duties

A. Information

- May co-ordinate staff scheduling of the Information Department
- Reference services
- Coordinating Visiting Library Service
- Lead ESL conversation circles
- Perform other Outreach Department duties.

Qualifications:

A. Education

- Library Technician certificate from an accredited college or general bachelor's degree

B. Experience

- A minimum two years customer service experience, ideally in a public library
- Significant progressive experience, knowledge and understanding of standard office procedures, MS software applications, library software and operating procedures, and customer service techniques

C. Skills

- Keyboarding – 35wpm
- Excellent verbal and written communication skills in a variety of communication channels

D. Other

- An innovative, dynamic team player who leads by example and is action oriented
- Ability to work independently and co-operatively on a team
- Ability to perform light physical work, ability to lift up to 25 kg
- A change agent, able to successfully initiate and evaluate trends and services in a 21st century public library

Department Specific Qualifications

A. Information

- Exceptional customer service skills
- Instructional/ teaching skills
- Strong organization skills

Pay rate: As per the collective

Posting start date: August 23, 2023

Posting end date: Until Filled

GPL is strongly committed to diversity and welcomes applications from visible minority group members, women, Aboriginal persons, and people with disabilities, members of sexual minority groups and others who may contribute to the further diversification of ideas.

Reasonable accommodations are available upon request, to enable individuals with disabilities to perform the essential functions of the job.

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
hr@guelppl.ca

Please quote "Lib Tech Sunday Temp 23-34" 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.