



Guelph Public Library
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Job POSTING #25-79

Title: PT Clerk

Departments: Eastside Branch

Supervisor: Branch Supervisor

Employee group: Union (CUPE)

Job Grade: 5

Hours: 10 to 20 hours per week (includes evenings, weekends, Saturdays and Sundays)

Job Summary:

A Clerk 5 is responsible for circulation duties, collection maintenance plus department 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. Circulation

- Performs circulation functions such as checking in/out library materials; shelving materials; shelf reading; registering new library members, entering short records for library items/adding/deleting catalogue items, using the voice notification system; transferring items in rotating collections, processing physical materials
- Experience handling a high volume of payments and transactions using safe and secure practices; Has familiarity with operating a point-of-sale system and balancing monies
- Maintains the visual standards of the library including assisting in the implementation of displays, orderly shelving of library materials and service desk/workroom areas
- Checks library materials and equipment to determine need for repair; may do minor repairs on library materials
- Assists with clerical duties such as preparation of courier boxes/mail, ordering and restocking photocopier/office supplies

B. Other

- Operate office equipment (e.g. Photocopier, computer, debit machine, etc.)
- Answer telephone and direct calls to the appropriate departments/staff
- Make referrals to other library staff members as appropriate
- Deliver programs and events
- Assist in maintaining:
 - i. an inviting and orderly library environment,
 - ii. Prompt and efficient customer service at all service desks
- Perform other duties as required

Department Specific Duties**A. Circulation – Main and Branches**

- Process magazines paperback/pull request/holds list

Qualifications:**A. Education**

- A minimum grade 12 education

B. Experience

- One-year recent (within the last 5 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 online catalogue and circulation modules would be an asset
- Knowledge of the Occupational Health & Safety Act.

C. Skills

- Outstanding customer service skills with the ability to effectively resolve customer inquiries/complaints in a courteous and efficient manner.
- Intermediate skills in MS Office (Word, Excel, Outlook, and Power Point); keyboarding - minimum 35 wpm
- Excellent verbal and written communications skills with the ability to communicate with all levels of staff, stakeholders and the public.

D. Other

- Ability to work well in a team environment and be able to assist with multiple tasks
- Ability to perform light physical work, bend, reach and lift up to 25kg
- Must be able to travel to all branches

Pay rate: As per the Collective Agreement

Posting start date: December 15, 2025

Posting end date: December 28, 2025, **5 pm EST**

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 "Clerk – ESB 25-79" 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.

Guelph Public Library is an equal opportunity employer and will provide reasonable accommodations. For further information or to view the Library's policies, plans and procedures regarding Accessibility, please contact the HR Generalist