



Job Posting

Position: Customer Service Clerk 1
Department: Branches, Central Branch
Employee Group: CUPE 1946
Status: Part Time
Posting Number: #26-28

Position Summary

As a Customer Service Clerk 1 you will play a key front-line role in delivering friendly, efficient service and supporting daily library operations. Your responsibilities will include assisting with circulation tasks such as checking materials in and out, registering users, handling payments, and responding to inquiries in person, and by phone. You will use your passion for literacy to connect customers with library resources. As an ambassador of the Guelph Public Library, you will support the library to offer inclusive, sustainable spaces and opportunities for curiosity and community— in this role you will help foster a welcoming environment for all.

About the Guelph Public Library

Guelph Public Library (GPL) is one of the oldest public libraries in Ontario. With over 1,500 daily visits and two million resources checked out annually, we're proud to be a hub of community activity where customers can explore, connect, and thrive.

Our new strategic plan, [From Barriers to Bridges](#), outlines our path forward over the next four years. Our goal is that our community, staff, and partners expect empowerment each and every time they interact with us. We're looking for employees who aspire to empower others with their commitment to fostering trust, deepening belonging, nurturing curiosity, and cultivating resilience.

Hours of Work

Operating hours of the library – daytime, evening and weekend shifts (Saturday and Sunday)

Duties

- Provide friendly, knowledgeable service to library customers in person and by phone. Respond to general inquiries by performing basic catalogue searches, placing holds, registering customers for programs, events, services and referring users to appropriate staff or resources.
- Register and orient new customers, renew and update memberships, confirm eligibility and membership type based on policy, and issue replacement cards as needed.
- Check out circulating library materials and assist customers in using self-checkout equipment.
- Check in returned materials, inspect condition, and sort as directed. Return materials to appropriate locations within the space, and shelf read as directed.
- Handle financial transactions including fees, replacement costs, and other transactions.
- Process library material as per outlined guidelines for collection maintenance.
- Assist customers with public and personal technology including computers, printing, scanning, photocopying, and Wi-Fi access; provide basic troubleshooting and routine maintenance support.
- Process daily reports, including holds, overdue and billing notices. Contact customers as required.
- Create and maintain attractive displays following merchandising guidelines and signage standards, assist with maintaining standards of cleanliness and organization of the library.
- Uphold the Library's Code of Conduct by addressing inappropriate or disruptive behavior respectfully and professionally.
- Attempt conflict resolution/resolution of customer service issues, within the scope of the library policies, before referring them to the Management Team.
- Open and close library facilities as scheduled and follow location-specific procedures.
- Support the maintenance of the collection by cleaning and performing minor repairs, assisting with the storage and disposal of withdrawn materials, and supporting library initiatives.
- Other related duties as assigned.

Qualifications

Section A – Your application must describe your qualifications as they relate to:

- Completion of a high school diploma or equivalent.

- Minimum of one (1) year of experience in a customer-focused service environment in the last 5 years (one year is equivalent to 1820 hours); public library experience is considered an asset
- Proficiency with task-specific software, including the Microsoft Office Suite
- Strong customer service skills, with a demonstrated ability to assist a diverse range of users in a respectful and inclusive manner
- Comfortable assisting others who are using computers, common applications, and public-facing technologies
- Excellent communication, critical thinking, and problem-solving abilities
- Strong organizational skills, with the ability to follow detailed procedures and manage multiple responsibilities simultaneously
- A commitment to diversity, equity, and inclusion, with cultural awareness and sensitivity
- Passion for supporting literacy, learning, and community engagement in Guelph

Section B – Physical Demands and Working Conditions:

This is a public facing position and majority of time will be spent working with and within the view of the public. The Customer Service Clerk frequently sits or stands for prolonged periods of time. The role requires the ability to routinely shift and lift shipments up to 20 kilograms.

Notes

- Applicants are required to demonstrate in their application how their qualifications match those specified above. Assessments based on all the objectives and qualifications listed above will be a part of the interview, and a written and/or practical test may be administered.
- Employment is conditional upon satisfactory criminal record and vulnerable sector check.
- An employee reference check is also required.

Want help preparing for your next career step?

Information about our recruitment process is available on the [training page](#) on the Loop through your computer.

Contact Information

Human Resources Contact

Email: celstonryder@guelphpl.ca

Phone: 548-855-0384

How to Apply

All interested candidates should forward their application including a resume, cover letter, and 2-3 references, quoting this posting number to Human Resources.

Carolyn Elston-Ryder
Human Resources
Guelph Public Library
100 Norfolk St.
Guelph, ON N1H 4J6
celstonryder@guelphpl.ca

Please quote "CSC- MAIN 26-28" in the subject line.

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 to participate in the hiring process, please contact us to make your needs known in advance.

CUPE [#]: [5]
hour/annually

Posting No.: [# 26-28]

Rate: [\$27.96] per

Starting: July 20, 2026

Closing: August 4, 2026, or until filled

Reporting to: [Branch Supervisor]