

JOB OPPORTUNITY
External Posting
Circulation Clerk I
Contract Part-time 6 Month



Position Summary

The Contract Part-Time Circulation Clerk plays a key role in delivering high-quality public library service and ensuring the smooth operation of circulation functions. Reporting to the Deputy Chief Librarian, this position is responsible for providing excellent customer service and supporting day-to-day library operations.

Core responsibilities include circulation services, basic reference and reader's advisory, library promotion, technical support for patrons, interlibrary loan processing, and assisting with collection maintenance. The Circulation Clerk actively supports the Library's mission to inspire lifelong learning by connecting community members with resources, programs, and services that enrich and connect our community.

Duties and Responsibilities:

1. Circulation (50%)

- 1.1 Responsible for checking in and checking out library materials.
- 1.2 Place holds on library materials and gathers patron holds from the collection.
- 1.3 Use the library information system software for circulation procedures.
- 1.4 Process deliveries to and from LiNC (Libraries in Niagara Cooperative) libraries.
- 1.5 Assist with Visiting Library Service to shut in patrons by selecting appropriate materials.
- 1.6 Direct student pages in priority of shelving tasks and extra activities.

2. Customer Service and Promotion (30%)

- 2.1 Register new library users and renew memberships in accordance with library policies and procedures.
- 2.2 Provide reference and reader's advisory services in person, by phone, and online using the library catalogue and a range of third-party resources.
- 2.3 Clearly explain circulation policies and procedures, including LiNC (Libraries in Niagara Cooperative) requests and delivery services.
- 2.4 Assist with program registration and actively promote upcoming library programs.
- 2.5 Process payments for lost or damaged materials, printing and photocopying services, program registrations, and event tickets, ensuring accurate handling and recording of cash transactions in accordance with established financial procedures.
- 2.6 Support the delivery of library programs and events, including but not limited to children's activities, author talks, and educational programs.
- 2.7 Maintain patron privacy by safeguarding all personal information, digital files, and print materials in accordance with library confidentiality standards.
- 2.8 Assist with the maintenance and replenishment of library displays as directed.
- 2.9 Maintain up-to-date knowledge of current library programs and services to effectively engage and assist patrons.

3. Technical Support (10%)

- 3.1 Provide hands-on assistance to patrons using the library's public computer workstations/media lab, including providing any technical support or instruction required.
- 3.2 Offer guidance on navigating the library's online catalogue, website, and digital resources, including databases, library apps, eBooks, and eAudiobooks.
- 3.3 Assist patrons in the use of library technology and equipment, including printers, photocopiers, and media lab, ensuring users are comfortable and confident with the technology available.

4. Collection Assistance (5%)

- 4.1 Assist with the processing of new library collection material.
- 4.2 Repair books and other library materials as needed or requested.

5. Other (5%)

- 5.1 Work in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Public Library policies, procedures, and guidelines.
- 5.2 Other related duties as required or requested to assist with library service delivery.

Applicant Requirements:

Education

- Secondary School Diploma
- Library Technician Diploma is preferred

Experience

- One (1) year of public library or related experience.
- Previous customer service experience required.

Knowledge/Skills/Abilities

- Proficient in computer and keyboarding skills, including experience with Microsoft Office applications.
- Familiarity with public library operations, services, and procedures.
- Exceptional interpersonal and communication skills with a strong commitment to delivering outstanding customer service.
- Proven ability to effectively organize, prioritize, and manage multiple tasks in a fast-paced environment.
- Demonstrated flexibility and adaptability in responding to changing needs and priorities.

Hours of Work: Up to 22 hours over a two-week period, including evenings, Saturdays, and Sundays.

Salary Range: Group 4: \$24.41-\$29.69/hour

To Apply:

Interested applicants should submit a resume and cover letter by 5 PM on Monday August 11 to:

Ryan Waldron, Deputy Chief Librarian
Grimsby Public Library
18 Carnegie Lane,
Grimsby, ON L3M 1Y1
Email: rwaldron@grimsbylibrary.ca

The Grimsby Public Library is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process. Please advise the Library to ensure your accessibility needs are accommodated throughout the process.

We thank all applicants for their interest; however, only those being considered for an interview will be contacted.