



## **Job Opportunity**

Part-Time Circulation Clerk I

### **Position Summary:**

Reporting to the Deputy Chief Librarian, the Part-Time Circulation Clerk I provides friendly, responsive, and knowledgeable customer service while supporting the Library's daily public service operations.

Core responsibilities include circulation services, processing of new materials, reference and reader's advisory, promotion of library programs and services, providing technical assistance for patrons, interlibrary loan support, and participation in collection maintenance and other library activities. This position plays a key role in the effective and efficient delivery of circulation services and actively supports the Library's mission to enrich lives, connect community, and inspire discovery.

### **Scope of Duties:**

#### **1. Circulation Services (50%)**

- Provide efficient and accurate circulation services, including checking library materials in and out, renewing items, and managing patron accounts.
- Register new borrowers, renew memberships, and verify patron information in accordance with Library policies.
- Place, retrieve, and manage holds for library materials, ensuring timely availability for patrons.
- Use the Library's Integrated Library System (ILS) to perform circulation transactions and maintain accurate records.
- Process incoming and outgoing materials for delivery to and from LiNC (Libraries in Niagara Cooperative) member libraries.
- Assist with interlibrary loan procedures.
- Support Visiting Library Service and other outreach-related circulation activities, as required.
- Ensure circulation areas are orderly, materials are shelved accurately, and workflows support smooth daily operations.

## **2. Customer Service (20%)**

- Provide reference and reader's advisory services in person, by telephone, and online, using the library catalogue and approved third-party resources.
- Clearly explain circulation policies and procedures, including borrowing limits, fees, LiNC requests, and delivery timelines.
- Register participants for library programs and events using the Library's registration systems.
- Collect payments for fines, fees, printing, photocopying, and program registrations, accurately recording transactions in accordance with accepted cash-handling and accounting procedures.
- Assist with the delivery of library programs and events, including children's activities, performances, movie nights, book clubs, author talks, and informational programs.
- Foster welcoming, respectful, and positive interactions with patrons, helping to create an inclusive environment and supporting social connection within the community.
- Protect patron privacy and confidentiality by safeguarding personal information accessed through the ILS, computer systems, documents, and print materials, in compliance with applicable legislation and Library policies.

## **3. Processing New Materials (20%)**

- Wrapping and covering books with plastic and/or label protectors.
- Placing barcodes on books.
- Stamping books with property stamps.
- Taping and reinforcing paperbacks.

## **4. Technical Support (10%)**

- Provide one-on-one assistance to patrons using the Library's public computers, including saving, downloading, and editing documents; converting file formats; using external devices (e.g., USB drives and mobile phones); creating and accessing email accounts; printing from the internet; working with digital photos; and using basic translation tools.
- Assist patrons in using the Library's online services, including the library catalogue, website, databases, electronic resources, mobile apps, eBooks, and eAudiobooks.
- Provide troubleshooting and user support for public technology, including computer workstations, printers, photocopiers, wireless internet, and the media lab.
- Promote digital literacy by explaining technology clearly and patiently, adapting assistance to varying levels of user skill and confidence.

## **5. Other**

- Work safely in accordance with the Occupational Health and Safety Act, Town of Grimsby Workplace and Harassment Policy, associated regulations, other applicable legislation, Grimsby Public Library policies, procedures, and guidelines.
- Additional duties, responsibilities, and activities may be assigned from time to time as necessary.
- Must have reliable transportation to travel as required to fulfill job duties, including scheduled shifts and other work-related assignments.

## **Education**

- Post Secondary Education.
- Library and Information Technician Diploma or related field.

## **License, Registration and Training**

- Police Vulnerable Sector Check (Level 3) to the satisfaction of the Town.
- Ontario Driver's License and access to reliable transportation.

## **Experience**

- One (1) year of recent related experience or currently studying in post-secondary library related studies.
- Customer service experience or similar.

## **Knowledge/Skills/Abilities**

- Strong computer and keyboarding skills, including proficiency with Microsoft Office applications.
- Excellent interpersonal, communication, and customer service skills, with the ability to engage positively with the public.
- Demonstrated ability to work collaboratively as a flexible and cooperative team member, adapting to changing service needs and priorities.
- Proven organizational skills, with the ability to prioritize multiple responsibilities in a fast-paced environment.
- High level of attention to detail and accuracy.
- Strong social awareness, empathy, and the ability to respond respectfully to diverse community needs.

## **Why Work with Us?**

At the Grimsby Public Library, we are committed to enriching lives, strengthening community connections, and inspiring lifelong learning. We value creativity,

compassion, and innovation. As a Part-Time Circulation Clerk, you will join a supportive and collaborative team where your skills, ideas, and contributions make a meaningful difference in the daily experiences of our patrons.

**Hours of Work:** Part time, up to 28 hours per week, including evenings and weekends.

**Salary:** \$24.90 - \$29.13

**Start Date:** Position to start: Monday, March 23, 2026

**To Apply:**

Interested applicants should submit a resume and cover letter by 5 PM on Thursday, February 19, 2026, to:

[Careers@grimsbylibrary.ca](mailto:Careers@grimsbylibrary.ca)

Subject: Part-Time Circulation Clerk I

**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.**