

Job Posting: #2026 - 34
Job Title: Public Services Clerk
Department: Library Services
Reports To: Technical Services Coordinator
Directly Supervises: None
Indirectly Supervises: Volunteers
Hours per Week: Part-time up to 10 hours/week (includes evenings/weekends)
Status: Part-time
Salary: \$23.59 - \$28.66
Application Due Date: Friday, October 23, 2026, at midnight

Role Summary

This position provides a variety of support functions to the technology, bibliographic, and public services of the library including circulation and customer service to the public. Assist in keeping the library collection in good order.

Role Specific Duties and Responsibilities

1. Provides circulation and information services to the public using the library's integrated library system (ILS) adhering to relevant library policies and procedures.
2. Performs data entry of library information using the integrated library system, data files, spreadsheets, etc.
3. Performs basic sourcing and research of materials for customers using public library Readers' Advisory techniques such as detailed patron interviews and Ontario Library Service (OLS) competencies.
4. Shelving, shelf reading and other collection-based tasks such as shifting books, tidying shelves.
5. Assists in maintaining and displaying the library collection.
6. Escalates complaints and issues to next level of supervision.
7. Provides ongoing and immediate technical support and training to patrons.
8. Assists in processing items for cataloguing and assists in de-accessing items.
9. Communicates with ratepayers and the public in an effective and courteous manner regarding programs, policies, and procedures of the library.
10. Performs cashier functions such as accepting, balancing and processing payments related to overdue items and other fees and updates the ILS as required. Reconciles and replenishes petty cash accounts as required.

General Duties and Accountabilities (All Municipal Roles)

1. Provides a high standard of customer service while responding to inquiries and resolving complaints from the public and staff.
2. Provide and maintain a high degree of confidentiality and security of information at all times.
3. Work in compliance with the Occupational Health and Safety Act, and other applicable legislation, department policies/procedures/practices, operational guidelines and perform safe work practices.
4. Perform other duties as may be assigned in accordance with department and corporate objectives.

Required Certifications and/or Health and Safety Requirements

- Vulnerable Sector Check required. Check will be done by Municipality if hired.

Education, Skills and Experience

1. Customer service experience and dealing with the public.
2. Expert working knowledge in using technology related to internet searches; printing; e-resources (Overdrive, Hoopla); social media etc.
3. Personal attributes: excellent customer service skills; good communication and interpersonal skills; problem-solving; flexibility; strong organizational skills.
4. Must be an enthusiastic and reliable team player.

Physical Demands and Working Conditions

- Physical demand requires considerable sitting and computer usage. Working conditions are in a standard office environment and public meetings with exposure to written and verbal criticism from the public and phone/counter interruptions.
- Some lifting to a maximum of 35 lbs.
- Normal hours of work up to 10 hours per week with scheduled hours including assigned evenings and weekends.

Contacts and Interactions

- Incumbent communicates regularly with municipal staff, external employment candidates, consultants, and government agencies.

Applicant Information

Interested qualified applicants are invited to forward their cover letter and resume directly to the Municipality quoting Job #34 by October 23, 2026 at:

jobs@meaford.ca

Attention: Human Resources

The Municipality of Meaford is committed to providing a barrier-free workplace. If accommodation is required during the selection or interview process, it will be available upon request.

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

Personal Information is collected under the authority of the Municipal Act for the purpose of candidate selection, and all information will be stored and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. For further information about this data collection, please contact jobs@meaford.ca.