



JOB TITLE:	Information Clerk – Call In
SALARY:	\$28.716 per hour
LOCATION:	System Wide - Must have the ability to travel to all library locations
SCHEDULE:	Variable hours – must be able to work various shifts (day, evening, weekend) on a call in basis and must be available for at least 1 Sunday per month
START DATE:	March 2025

JOB SUMMARY:

Under direction of the Branch/Department Manager, provide a broad variety of services to the Library's customers, in keeping with its policies and service philosophy: information and readers' advisory, membership and circulation services; programming and outreach activities. Support and work within the framework of the Library culture as embodied in the Vision and Mission Statements, with particular emphasis on excellent customer service and teamwork.

Qualifications / Competencies / Knowledge / Skills:

A minimum of 10 full credits from a Library Technician Diploma or completion of two years of related university studies leading to a Bachelor Degree or a relevant Undergraduate Degree.

A minimum of one year's experience in library or related work is preferred.

A strong customer service orientation, demonstrated excellence in interpersonal and communication skills, and the ability to work positively and effectively in a team environment are essential.

A working knowledge of personal computers and basic Microsoft Office applications is essential.

Must be physically able to carry out the requirements of the position.

Ability and knowledge to assist customers in the use of information resources (print and electronic) and in the use of public web station applications is an asset.

We invite you to visit our website to obtain further information on a career at the Hamilton Public Library.

The incumbent shall comply with all Health and Safety Policies and practices for this position and the workplace.

It is the responsibility of applicants to provide qualifications, licenses and related experience relevant to the qualifications outlined on their application for this competition and ensure that their application is received by the closing date or they may not be considered. On the basis of the criteria set out above, this positing is open to qualified applicants.

Please be aware the selection process may involve any of interviews, test, and presentations or any combination thereof.

Please send applications to recruit@hpl.ca on or before 11:59 PM on the date of application closing.

HPL employees and users of HPL cloud-based applications are required to use Multi-Factor Authentication (MFA) as an essential measure to enhance the protection of HPL's technology assets. MFA augments technological security by requiring two steps for full authentication. Employees who do not have a Library-provided cellphone are expected to use their personal cellphone or internet connected device to satisfy the MFA requirement consistent with HPL policies and procedures.

Applying

- The deadline for this application is 11:59 pm on Tuesday February 11, 2025
- Please email your application to recruit@hpl.ca
- Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies as proof of key qualifications (i.e. degrees, certifications, licences)
- Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.
- The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various

checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.

- By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment or cause your dismissal. We thank all applicants who apply and advise that only those selected for an interview will be contacted.

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.