JOB DESCRIPTION

Public Service Librarian

Classification: Grade 8, Librarian
Type: Full-time, Permanent
Reports to: Public Service Supervisor

Excellent customer service is the foundation of a positive relationship between Stratford Public Library and its community. Reporting to the Public Service Supervisor, the Public Service Librarian is a leader in connecting our collections and services to the community. This position provides reference, resource recommendation, technological, and circulation services to the public. Under the direction of the CEO, they perform collection development duties in designated areas.

We are currently hiring to fill an existing opening on our team.

Duties and Responsibilities

1. Provides exceptional customer service to the residents of Stratford.
2. Provides reference service and resource recommendations using print, media and digital resources.
3. Coordinates the planning and implementation of services to support users in-library experience.
4. Actively engages with customers to identify, address and deliver their unique information, entertainment and technology needs.
5. Assumes responsibility for maintaining the safety and comfort of the Library while on duty including opening and closing the library; reports issues and incidents to the appropriate personnel.
6. Resolves customer service problems and empowers other public service staff to do the same.
7. Proactively maintains knowledge of library policies and procedures, and effectively conveys them to library users.
8. Engages the public with the collections through such tools as rotating displays, information distribution, promotion, and reviews.
9. Promotes information literacy to users of all ages through reference service and interactive events.
10. Administers the Home Delivery service, including material selection, delivery coordination, promotion and records keeping.
11. Participates in library and community committees and other work groups to achieve the goals of the Library.
12. Promotes library services through tours, public speaking engagements and provides input on the design of handouts, newsletters, and web content. Attends committee meetings and other functions as required.
13. Performs collection development and maintenance for designated collections according to professional guidelines, community needs, and SPL budget. Monitors budgets and makes recommendations for planning. Promotes the collections to the public.
14. Regularly participates in training opportunities and maintains awareness of developments in the field. Shares developments with colleagues when relevant; suggests and incorporates new ideas whenever resources allow.
15. Supports the Mission and Vision and the Strategic Plan of Stratford Public Library.
16. Performs related duties as required.

Skills and Abilities Required

- Demonstrated ability to deal effectively and positively with the public.
- Excellent oral communication, presentation and writing skills.
- High level of motivation, initiative and responsibility.
- Computer competency, advanced technological literacy and knowledge of office software, generative AI tools and electronic resources used at a public library.
- Diplomatic and collaborative with strong interpersonal skills and a proven ability to work within teams and maintain effective working relationships.
- Ability to lift and carry containers of library equipment and materials up to 40 pounds.

Formal Qualifications

- Master's degree in Library or Information Sciences or equivalent from a school accredited by the American Library Association.
- At least 2 years of customer service experience in a library setting.
- First Aid and CPR-C certification.
- A police check, including Vulnerable Sector Screening, is required and is a condition of employment.

Terms of Employment

Hours of Work:	This position averages 35 hours per week. It operates within a public service team, and therefore hours are variable and subject to change based on library needs. Regular working hours include evening and weekend shifts.
Rate of Pay:	$41.29 - $48.30 per hour (2026 rate)
Benefits:	OMERS pension plan
	Extended Health Care, LTD & Life Insurance
	Employee Assistance Program
	Annual vacation entitlement; prorated during the first calendar year of service
	Paid sick leave of up to 18 days per year

How to Apply

Apply by submitting your cover letter and current resume by email to:

- Krista Robinson, CEO resumes@splibrary.ca
- Please use the e-mail subject line, " Public Service Librarian Position"
- Applications are due by Sunday November 8, 2026
- Interviews will take place the week of November 30, 2026

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 Freedom of Information and Protection of Privacy Act, RSO 1990, for recruitment purposes.

The Stratford Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process. If you require accommodation at any time throughout the recruitment process, please contact Human Resources at hr@splibrary.ca

The Stratford Public Library values privacy and confidentiality, and does not use artificial intelligence tools for any part of our hiring process, including screening, ranking, interviewing, evaluating or selecting candidates.