

EMPLOYMENT OPPORTUNITY – Hanover Public Library



Customer Service Assistant, Part-time/Casual

Hanover Public Library seeks someone with a passion for helping people to join our team, starting August 2026. This is an exciting, rewarding, sociable and varied job. Part-time, flexible hours.

We need someone with a welcoming and friendly personality, preferably with some library or transferable experience. You will need to connect with our Hanover community, with excellent customer service skills; effective oral and written communication in English; great literacy and numeracy skills, and the ability to master a variety of automated systems, apps and software. You should have patience with people, the ability to manage multiple tasks and interactions at once, an aptitude for detailed work, and discretion to hold in confidence information relating to patrons, volunteers, staff and library business.

This position is responsible for staffing the Library Circulation and Information desk. Duties include answering questions; helping people find what they need; using the catalogue system to find requested items and for checking materials out and back in; booking appointments, handling money; operating a cash register, copier and fax machine; communicating in person, by phone and email; gathering statistics; and repairing, processing and reshelving library materials. This will include providing basic computer support for the public using our computers or their own devices in the library. A full job description may be obtained at <https://hanoverlibrary.ca>, or by contacting Carolyn Caskanette at 519-364-1420 or ccaskanette@hanoverlibrary.ca

Hours: Varying shifts of 4 or more hours, average 8 – 14 hours weekly. Shifts include a mix of days, evenings and weekends.

Wage: Hourly. Starting range \$19.81. (Town of Hanover salary grid, Grade 3.)

Duration: Contract with potential to become permanent based on Library operational budget of 2027

Qualifications, Experience & Skills:

- Library or transferable retail/public service experience
- High School Diploma (OSSD) or equivalent, some post-secondary is an asset
- Customer Service experience in face to face reception / retail / library work
- Familiarity with public library services and procedures is an asset
- Excellent literacy and numeracy skills with a wide range of reading interests
- Competent with Windows, Microsoft Office, Internet, social networks and email
- Computer skills sufficient to learn the library Koha ILS system and other apps
- Can provide a satisfactory police Vulnerable Sector Check
- Strong communication skills and excellent customer service skills
- Respect for confidentiality
- Accuracy and attention to detail
- Self-motivation and ability to exercise independent judgment
- Ability to interact well with people of all ages and work collaboratively in a team

Applications: Please submit a complete resume and cover letter relating to the required skills, preferably by email, no later than 5:00 p.m. **Tuesday August 4, 2026.**

Carolyn Caskanette

(C.E.O./ Chief Librarian)

Hanover Public Library

451 10th Avenue, Hanover, Ontario N4N 2P1

Email: ccaskanette@hanoverlibrary.ca

The Hanover Public Library is an Equal Opportunity Employer and values diversity in the workplace. The library will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. Applicants selected for interview must make their accessibility needs known in advance to ensure your equal participation. All personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used solely for candidate selection. We thank each applicant for their interest. However, only candidates selected for interview will be contacted.