MARKHAM PUBLIC LIBRARY

PAGE

Job Posting # 2026-46

Job Type: Permanent Union Part-Time (Page)

Hours: up to 16 hours per week

Number of openings: 1

Salary: $18.67 per hour

Posting Date: September 25, 2026

Closing Date: October 9, 2026, at 4:30 PM

Applications are currently being accepted for a **Page** position in the Service Excellence Department at Markham Public Library. The position is located at the **Unionville** branch. (Note: work location is subject to change.)

VISION FOR THE POSITION

Pages play a crucial role in the MPL customer experience and are often the first point of contact with the public. They welcome & orient customers, maintain the order of branch collections & make returned materials available to customers in a timely manner. Assist in maintaining branch spaces according to MPL's Customer Service Standards.

DUTIES AND RESPONSIBILITIES

Customer Service

1. Welcomes customers to the branch by providing warm & friendly greetings.
2. Assists customers with basic orientation to the branch, including directions within the Library or to various collections.
3. Ensures customers receive assistance by connecting them to the Information or Borrower Services staff best able to respond to the customers' needs.

Material Flow

4. Re-shelves returning Library materials promptly & accurately.
5. Maintains the order of the collections by shelf-reading & re-shelving misplaced items.
6. Retrieves items on the daily holds list to satisfy holds at other locations.
7. Where applicable, maintains automated sorter operations by emptying return bins promptly, & feeding returns into the machine.

Customer Experience

8. Under the direction of branch staff, maintains displays & power-walls by replenishing materials & ensuring that the display remains orderly.
9. Prepares program/meeting rooms for use by renters, staff or programs by ensuring tables, chairs & other equipment are laid out according to instruction.
10. Tidies & organizes toys under direction in the children's department.

General Duties

11. Shares feedback & suggestions for service improvement based on interaction with & observation of customers.
12. Performs other duties, as required.

QUALIFICATIONS

1. High school education completed or in progress. Previous library or customer service experience an asset.
2. Ability to meet the physical demands of the job including lifting up to 50 lbs.
3. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.

DEMONSTRATED SKILLS

1. Strong verbal & oral communication skills.
2. Ability to work with a high level of accuracy & speed.
3. Excellent customer service skills including a positive & proactive approach to creating a remarkable service experience.

CORE COMPETENCIES

- Provides Proactive Customer Service
- Assumes Personal Responsibility
- Ensures Accuracy & Attention to Detail
- Interpersonal Communication

Please note that Markham Public Library is open 7 days per week, and regular evening and weekend work is required.

All interested candidates are asked to submit a resume and cover letter indicating how they meet the qualifications of the position to:

E-mail: jobposting@markhamlibrary.ca

Please quote the job posting #2026-46 in the Subject line. Additionally, please also list your availability in the body of your email.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require code-protected accommodation at any stage of the recruitment process, please let us know when contacted, and we will work with you to meet your needs.

AI Disclosure

At the Markham Public Library, we value transparency and fairness in recruitment. We do not use AI to screen, assess, or select applicants. All evaluations are conducted by people.

Vacancy

Replacement Vacancy

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