MARKHAM PUBLIC LIBRARY

# Weekend Part-Time Library Services Associate

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| Job Posting # 2026-48 | Job Type: Permanent Union Part-Time |
| Hours: 8 hours biweekly, consecutive weekends | Number of openings: 1 |
| Salary: $31.09 - $34.93 per hour | Grade: 5 |
| Posting Date: October 1, 2026 | Closing Date: October 15, 2026, by 4:30 p.m. |

Applications are now being received for a **Weekend Part-Time Library Services Associate** position in the Service Excellence Department with the Markham Public Library. The position is currently located at the **Cornell** branch.

## VISION FOR THE POSITION

The Weekend Library Services Associate (LSA) delivers information services to a diverse Library clientele. They are a welcoming, friendly, enthusiastic & proactive service professional who creates the best possible customer service experience. They ensure that customer's information needs are fully met. The LSA is highly knowledgeable about MPL and its services & is an excellent resource for community information.

The position develops relationships with customers by providing seamless service & support throughout their entire Library visit, including:

- providing a warm welcome to the branch
- assisting with all information requests
- assisting customers through the check-out process

The incumbent is proficient at problem-solving & developing creative solutions to common customer service issues. They deliver reference & readers' advisory services, literacy-based programming and technology support. They have strong technology skills & effectively assist customers using the Library's virtual resources & services.

**This position provides coverage on Saturdays and/or Sundays based on operational requirements.**

## DUTIES AND RESPONSIBILITIES

### *Customer Experience and Information Services*

1. Delivers front-line information services, both in-person & virtually, including assisting customers with catalogue & database searching. Proficient in the use of Library resources & able to provide information literacy instruction to customers.
2. Proactively serves customers at the point of need. Anticipates customer needs & develops appropriate, creative solutions to meet those needs.
3. Demonstrates excellent readers' advisory skills. Maintains an awareness of current trends in literature and knowledge of a variety of genres & formats. Has a passion for literature and literacy & a strong desire to connect customers with great books.
4. Supports customers with Library technology, including the PACs & self-service equipment. Actively promotes self-service options through instruction on the use of the SelfCheck & SmartCheck equipment.
5. Provides instruction & problem solving to customers using a variety of digital collections and the Library's Digital Media Lab, 3D printers & other creative technology in use at MPL.

6. Provides seamless service, assisting customers through each stage of their Library visit. Assists them with Borrower Services functions & resolves customer account issues.

7. Where appropriate, supports customer literacy development through the delivery of relevant Library programs & instructional workshops for customers.

8. Assists with Library & community events, outreach or other system programs as directed by other Library personnel. Delivers or administers Library events as required.

9. Actively promotes Library membership to new & potential customers. Registers new customers & provides an enthusiastic orientation to the Library & its services.

10. Promotes collections by merchandizing according to MPL's guidelines. Maintains Library power-walls and in-shelf displays.

11. Contributes to the creation of an exceptional, welcoming & aesthetically inspiring community space by maintaining the Library's standards for cleanliness & organization.

12. Delivers MPL's core literacy programs in the branches & online, including Early Literacy Storytimes, digital literacy & computer programs, book clubs, etc. Uses these programming opportunities to build relationships with customers and encourages literacy & the love of reading for all ages.

***Collections Maintenance***

13. Assists with collection maintenance & development. Recommends materials for selection & de-selection, repair or withdrawal. Performs withdrawal procedures & provides input on branch gap lists.

14. Processes system & inter-library loan requests.

***General Duties***

15. Ensures that customer feedback is communicated to the Branch Manager & supervisors. Communicates observations of customer trends to appropriate staff to assist with services development.

16. Assists supervisors with compiling user statistics, & input for the branch monthly report.

17. Assists in other departments of the branch as required. Assists at other MPL branches as needed.

18. As delegated, assumes responsibility for the Department in the absence of more senior staff.

19. Performs other duties as required.

## QUALIFICATIONS

1. Undergraduate post-secondary degree from an accredited Canadian university program. An equivalent level of work experience/education in a related field may be considered by the employer.

2. Experience in a customer service or related environment.

3. Experience with Library automated systems an asset.

4. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.

## DEMONSTRATED SKILLS

1. Demonstrated success in the delivery of customer service with a minimum of one year's experience in a direct service position.

2. Exceptional proactive customer service skills.

3. Demonstrated problem solving abilities. Ability to apply good judgment & willingness to take initiative in creating customer service solutions.

4. Demonstrated ability to learn new technologies, services or procedures.

5. Excellent communication skills, with demonstrated ability to communicate effectively with a culturally diverse clientele.

6. Ability to communicate with tact and to resolve conflict positively & effectively.
7. Proficiency with related software applications & library technology.

**CORE COMPETENCIES**

- Aligns with the Customer Service Revolution
- Anticipates Customer Needs
- Provides Proactive Customer Service
- Assumes Personal Responsibility
- Practices Strong Organizational Skills
- Interpersonal Communication
- Thinks Creatively & Innovates
- Inspires Teamwork

Please note that Markham Public Library is open seven days per week, and regular weekend work is required. Employees hired after December 20, 2004, have a work week that extends from Monday to Sunday. Work location may be subject to change.

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 #2026-48** in the Subject line.

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.**