



MARKHAM PUBLIC LIBRARY

Weekend Part-Time Borrower Services Clerk

Job Posting # 2025-41

Job Type: Permanent Union Part-Time

Salary: \$25.07 – \$28.20 per hour (Gr. 3)

Number of openings: 13

Hours: 8 hours consecutive or 4 hours alternate weekends

Posting Date: November 4, 2025

Closing Date: November 12, 2025, by 4:30 p.m.

Applications are now being received for **Weekend Part-Time Borrower Services Clerk** positions in the Service Excellence Department with the Markham Public Library, **effective January 2026**. Work locations are to be determined and subject to change.

VISION FOR THE POSITION

The Weekend Borrower Services Clerk has dual critical responsibilities: they provide excellent customer service & effective material processing. The position demonstrates excellent customer service skills, assisting Library members with their accounts & borrowing needs and resolving issues effectively. They process Library materials & complete other behind-the-scenes customer service functions in an efficient & accurate manner.

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

DUTIES AND RESPONSIBILITIES

Customer Service

1. Welcomes Library customers & ensures they have an excellent customer experience.
2. Provides excellent customer service by responding to customer needs effectively & positively.
3. Uses effective judgement & creative problem-solving skills to meet customer needs & expectations for service.
4. Is empowered to make effective service decisions to resolve common customer account issues at the point of contact.
5. Responds to inquiries, answers directional questions & directs incoming telephone calls.
6. Performs all customer card & accounts desk functions relating to the circulation of materials including customer registration, holds, & fine assessment & collection.
7. Manually circulates materials for customers.
8. Instructs & encourages customers in the use of customer self-service technology, including printers. Trouble-shoots difficulties with units.

Material Handling

9. Maintains the holds shelves.
10. Performs behind-the-scenes circulation duties, including check-in of materials, sorting of materials, preparing materials for courier pickup, unpacking & sorting materials from courier delivery, processing of holds, receiving new materials, repair work & dealing with donations.

General Duties

11. Receives donations.

12. Maintains statistics.
13. Counts, records & reconciles daily cash receipts.
14. Performs other related duties as required.

QUALIFICATIONS

1. Ontario Secondary School Diploma or equivalent.
2. Experience working in a customer service or related environment.
3. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.
4. The successful candidate must expect to be scheduled for Saturdays and/or Sundays, including consecutive weekends if needed.

DEMONSTRATED SKILLS

1. Exhibit excellent customer service skills including the ability to create an exceptional customer experience, maintain a high standard for the customer experience & resolve issues effectively.
2. Demonstrated excellent interpersonal skills, including experience working in a team.
3. Ability to coach customers effectively in the use of customer self-service technologies, including Self-Check.
4. Ability to handle cash accurately.

CORE COMPETENCIES

- Organizational Alignment
- Service Orientation
- Assumes Personal Responsibility
- Supports the Team
- Manages Boundaries and Resolves Conflicts

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 #2025-41** in the Subject line.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require a code-protected accommodation through any stage of the recruitment process, please make them known when contacted, and we will work with you to meet your needs.

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