

The team at the Pickering Public Library are collaborators and innovators. We embrace change, diversity and inclusion. We understand “the why” behind what we do, and we put library clients first.

Our hope is that when anyone visits the Pickering Public Library, whether in person or online, they don't just walk through a door. Instead, they step into a space that offers everyone possibility. Reveals potential. And provides community for all.

Does this sound like a workplace that aligns with the contributions you want to make in your career?

The Pickering Public Library has a permanent part-time opening for a reliable and hardworking **Senior Information Associate**.

## Summary:

Working collaboratively, creates a welcoming client-centered experience through the delivery of responsive information services and programs at all locations. Provides comprehensive information and advisory services, and technical support to clients at all locations. In all interactions, provides proactive and excellent customer service to ensure client satisfaction. Moves throughout the library seeking opportunities to provide comprehensive service to all clients. May be assigned to be In-charge of the building.

**Salary:** \$32.29/hr. to \$35.88/hr.  
**Hours:** 20 hours per week  
**Start Date:** April 2026

## The Successful Applicant:

- Provides client service excellence at all service points.
- Diagnoses and troubleshoots library related hardware and software, technology devices and connectivity issues and clients.
- May be assigned to be responsible for the safe operation of a Library facility when acting as In-charge staff.
- Registers client accounts, troubleshoots issues, handles materials, and responds to client inquiries. Contacts clients when required or requested.
- Processes payment.

- Actively engages with clients throughout the library, seeking opportunities to provide comprehensive and responsive service.
- Supports, prepares and/or conducts programs under the direction of senior staff.
- Identifies and redirects requests to designated staff as appropriate.
- Performs routine visual merchandising tasks using established guidelines in support of client experience goals.
- Stays current with developments and emerging trends within the field and the community as it applies to enhancement of services in support of the library as a Learning Organization.
- Demonstrates and maintains the required level of technical proficiency.
- May provide instructions to new and more junior employees.
- Prepares schedules, statistics, and reports (including cash reports) as required.
- Performs other duties consistent with job responsibilities.

### Applicants Must Have:

- Completion of a College Diploma.
- 9 months related experience.
- Strong technology skills and aptitude for troubleshooting personal electronic devices and computer hardware and software.

The successful applicant will be scheduled to work varying shifts including days, evenings, and weekends. The applicant may be scheduled at any location within the Library system.

We thank all applicants for their interest. Please note that only applicants selected for an interview will be contacted.

A satisfactory Vulnerable Sector Check is required for most jobs at the Library. Please note that job offers will only be made upon successful completion of all background checks.

Qualified candidates may complete an [online application form](#) where you will be required to upload your resume and cover letter (PDFs only) on or before **March 13, 2026 by 12:00 noon**.

Alternate formats of this document are available upon request.  
Please speak to Human Resources for assistance.