

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 an opening for a reliable and hardworking temporary **Client Experience Associate – Casual**.

Summary:

Provides information, technology and borrower services for staff replacement coverage on a casual, as needed basis. Working collaboratively, creates a welcoming client-centred experience through the delivery of responsive information services at all branches. In all interactions, provides proactive and excellent client service to ensure client satisfaction. Moves throughout the library seeking opportunities to provide comprehensive service to all clients. May occasionally be required to assist with conducting programs upon request.

For Info Tech shifts: Assigned shifts to provide comprehensive information, advisory services, and technical support to clients at the appropriate Info Tech rate.

For Borrower Services shifts: Will be assigned shifts to perform borrower services tasks. This includes providing basic info services in alignment with the Borrower Services shift rate.

Note: Job holders are not bargaining unit members but are required to pay union dues.

Salary:	Based on assigned Casual shift: <ul style="list-style-type: none">• \$25.31/ hour for Borrower Services shifts• \$29.94/ hour for Information Technology shifts
Hours:	8 per week (not guaranteed)
Start Date:	July 21, 2025

The Successful Applicant:

- Provides client service excellence at all service points including Borrower Services and Information Technology service points.
- Promotes, advises, and assists library clients and staff in the selection and use of Pickering Public Library's collections and services. This role also provides direct in-house services to clients based on scheduled public service team needs any day of the week.
- Diagnoses and troubleshoots library related hardware and software, technology devices and connectivity issues for staff and clients.
- Identifies and redirects requests to designated staff as appropriate.
- Performs borrower services duties as assigned.
- 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 statistics and reports as required.
- 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.
- Availability to work various shifts throughout the week on short notice.

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 **July 2, 2025**.

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