



# Borrower Services Assistant

## Six (6) month contract

The Whitby Public Library is currently seeking a highly motivated and energetic individual to fill a contract position of **BORROWER SERVICES ASSISTANT** at our Central Library.

This position offers the opportunity to work within a collaborative work environment in a growing and successful library system. Reporting to the Borrower Services Supervisor, the successful candidate for this 28-hour per week position is passionate about providing excellent customer service and creating meaningful connections with our customers.

### **SALARY AND CONDITIONS OF WORK:**

- Starting rate: \$27.92/hr
- OMERS pension plan
- Eligible for benefits after a successful probationary period. Competitive benefits, including health and dental
- Part-time, CUPE-affiliated, 21 hours per week
- May work up to two evenings per week, and up to two weekends in four.

You possess excellent interpersonal and customer service skills with the ability to provide a high level of customer service to a wide range of users in a busy automated environment. Your creative problem solving and troubleshooting skills enable you to take the initiative in handling diverse interactions, questions, or situations. You possess strong technological skills, paired with a willingness to learn new technologies, allowing you to assist our customers. You are dedicated to continuous learning and staying abreast of library programming trends, including the incorporation of technology into library services.

The ideal candidate will have a post-secondary degree or library technician diploma, or high school education and one year of relevant courses plus at least one year of relevant library experience. You will possess excellent communication and organizational skills, as well as enjoy working in a constantly evolving environment. You must be a self-starter with the ability to

multitask and adapt to changing priorities. You must be available to work flexible hours, including evenings and weekends.

Candidates invited to the formal interview process must submit a minimum of three (3) references. By submitting references, candidates consent to reference checks, personal or background checks and personnel file information the Whitby Public Library may require. We respect applicants' confidentiality and only check references near the final stages of selection. The successful candidate must provide original proof of a Criminal Record Check. The above checks are for employment purposes only; respective parties are not liable for information given or received.

By submitting a resume, candidates declare their information true and complete. False statements may disqualify candidates from employment or cause dismissal. We thank all applicants who apply. Only those selected for an interview will be contacted.

Mail or e-mail your detailed confidential cover letter and resume, indicating education and experience, no later than **Tuesday, May 13, 2025**, to:

Whitby Public Library  
Corporate Services Department  
405 Dundas Street West  
Whitby, ON, L1N 6A1  
E-mail: [jobs@whitbylibrary.ca](mailto:jobs@whitbylibrary.ca)

The Whitby Public Library is an equal opportunity employer. We value diversity in our workforce and are committed to attracting and retaining individuals who will work together effectively to meet the needs of the community. We are committed to providing inclusive, barrier-free recruitment selection processes and work environments. Please advise Corporate Services of any accommodations needed to ensure your access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.

Acknowledgement will only be forwarded to those applicants who are invited for an interview. Whitby Public Library does not use artificial intelligence in its selection process. Personal information provided is collected under the authority of The Municipal Act.