

Posting #25-27

### Member Services Assistant

We're hiring for two positions:

**Contract (up to 4 months) – Clemens Mill (1 position)**

**Casual, On-Call – All locations (1 position)**

**Posting Date:** September 15, 2025 **Posting Closing:** September 24, 2025 at 4:00 pm

Do you have a kind and welcoming personality and can connect well with people of all ages? Are you typically the go-to person that can figure out a solution to anything? Are you quick to learn and can easily adapt to new working environments? Cambridge Public Library are seeking a Member Services Assistants. If this sounds like you, keep reading!

#### What You'll Do

- Answers member questions in person, by telephone or by internet:
  - General Inquiries.
  - Catalogue search and use of available reference tools.
  - Readers Advisory including assisting patrons to find resources using the library catalogue, electronic databases and the internet and making recommendations to members regarding leisure reading, viewing and listening material.
  - Assists members with public computers, printing, scanning, faxing, microfilm and photocopy usage by providing operating instructions and handling routine upkeep of equipment as required.
  - Registers new members and updates membership cards.
- Checks out all circulating library materials and assists members in the use of RFID check out equipment.
- Checks in returned materials and sorts materials for re-shelving or redirection to the appropriate location. Works with equipment, including sorters, to manage workflows and items requiring special consideration.
- Instructs members in the use of library equipment, including signing on to WIFI, gaming equipment and makerspace technology.
- Responds to initial overdue inquiries, identifies problems for follow-up and updates delinquent files.
- Responsible for addressing inappropriate or disruptive behavior of members according to Idea Exchange's Code of Conduct.
- Creates and maintains displays of library materials and programs following merchandizing guidelines and signage templates.
- Handles receipts and financial transactions including replacement costs, fees, and various program registrations. Responds to initial overdue inquiries, identifies problems with members' accounts. Escalates any issues to the location manager or Queen's Square Supervisor of Member Services.

- Performs site specific administrative operational functions including, sorts and distributes mail, opens and closes Member Services desk, and prepares float as requested, includes check in, processing and shelving of magazines and newspapers, emptying delivery bins.
- Promotes Idea Exchange and use of its services by orienting new members to the facility.
- Provides some direction to shelving staff and volunteers, including scheduling pickup and drop off of items for VLS volunteers.
- Reviews condition of returned materials and cleans, makes minor repairs or redistributes as required. Assists with storing and discarding weeded library materials and assists with book sales.
- Completes assigned section(s) of shelf reading on a regular basis.

## **What You Bring**

To be qualified for and successful in the role, you should have:

- **Required** – An Ontario Secondary School Diploma (OSSD) completion
- **Required** – One (1) year prior related experience working in a service environment
- **Required** – Demonstrated proficiency with task-specific software (Microsoft 365/Office)
- Preferred – Prior experience working in a public library
- Exceptional customer service skills
- Experience working with computers, common software/applications, and other technologies
- Excellent communication, critical thinking, and problem-solving skills
- The ability to follow detailed processes and balance multiple tasks and responsibilities
- An inclusive and empathetic approach with a service-oriented mindset
- A passion for supporting the diverse interests and needs of the Cambridge community

This position will require working at multiple locations in Cambridge. Shifts could include day, evening and weekend hours; therefore, it is required that you have access to reliable transportation to accommodate varying shift times.

## **Why Cambridge Public Library (CPL)?**

Working at Cambridge Public Library offers you the opportunity to be part of an organization that is welcoming, collaborative, and passionate about the community.

By joining our team, you'll become part of a passionate group of professionals dedicated to enriching lives and inspiring lifelong learning.

- **Retirement Savings:** Membership in OMERS, one of Canada's largest defined benefit pension plans, can help provide a secure and stable income in retirement. You'll be eligible on the first day.
- **Reliable Work Schedules:** We understand the importance of work-life balance. Our scheduling process ensures that you'll have a consistent schedule.
- **Positive Work-Life Balance:** We strive to maintain a positive work-life balance, ensuring that you have the time and energy to enjoy life outside of work.

**Wage:** \$27.00 per hour (Level 5 in our Salary grid)

## **Hours and Schedule for the Part-Time, Contract position**

**Hours:** 41 hours in a two-week period

**Schedule:** working various day, evening, and weekend shifts

	<b>Week 1</b>	<b>Week 2</b>
Monday	10:30 am – 5:30 pm (6 hours) *	10:30 am – 5:30 pm (6 hours) *
Tuesday	8:00 am – 4:00 pm (7 hours) *	8:00 am – 4:00 pm (7 hours) *
Wednesday	OFF	OFF
Thursday	5:30 pm – 8:30 pm (3 hours)	5:30 pm – 8:30 pm (3 hours)
Friday	OFF	OFF
Saturday	9:15 am – 2:00 pm (4.75 hours)	OFF
Sunday	12:45 pm – 5:00 pm (4.25 hours)	OFF

\* 1-hour unpaid meal

During the summer months when Sundays are closed, the schedule may change to reflect this.  
Note: schedules are service-driven and as such are subject to change.

### **How to Apply**

To be considered for the position, applications must be received by 4:00 pm EST on **September 24, 2025**.

1. Tell us why we should consider you for this position! Please provide both a cover letter and resume, combined as a single PDF document.
2. Submit your application by email to [recruitment@cambridgepl.ca](mailto:recruitment@cambridgepl.ca)
3. When applying by email, please quote “25-27 Member Services Assistant” in your email subject line.

Applicants will be considered for both positions when they apply. The anticipated start date for this position is **October 2025**.

The position is open to internal and external candidates. We thank everyone for their interest, however only those candidates selected for an interview will be contacted.

### **Additional Information**

- Cambridge Public Library aspires to employ a staff complement that fully represents the diversity of the community we serve. All qualified individuals who would contribute to the further diversification of our organization are encouraged to apply.
- Cambridge Public Library is an equal opportunity employer and is committed to accommodating individual needs in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you need any accommodations during the hiring process, please contact Human Resources at [hr@cambridgepl.ca](mailto:hr@cambridgepl.ca).
- For more information about us, please visit our website at <https://cambridgepl.ca/>.
- A Police Criminal Record Check and Judicial Matters Check that is satisfactory to CPL **will** be required.