

Job Description

Job title: Page

Department: Circulation

Exempt? No

Salary grade: A

Reports to: Assistant Circulation Supervisor

Supervisory responsibilities? No

Essential competencies that apply to all library employees:

- Develop and maintain positive relationships with internal and external customers. Show commitment to customer satisfaction.
- Work cooperatively with managers and co-workers.
- Show a capacity for grasping concepts and ask questions to gain further understanding.
- Communicate effectively orally and in writing.
- Complete work assigned on time and to the defined quality.
- Demonstrate prompt and regular attendance.
- Comply with library policies and operational procedures.
- Show that essential job functions can be performed with little or no supervision.
- Show flexibility and adaptability.
- Show initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.
- Comply with safety and security standards; keep workplace safe and clean.

Essential duties:

- Shelves material based on location; prioritizes workload with an emphasis on shelving carts and accuracy.
- Pulls patron requested items.
- Maintains order and appearance of books and shelves by shelf-reading, shifting, merchandizing, and facing items.
- Retrieves and checks in book drops.
- Empties carts of returned books and places them onto the sorting shelves.
- Sorts carts of books, getting them ready for shelving.
- Assists with closing the library by following standard procedures.
- Provides back-up coverage at customer service desks as needed to perform the general tasks that occur at that work area, such as checking items in and out to customers, taking payments, placing hold requests, and helping patrons select and locate materials. Provides minimal directional, technological and reader's advisory service, referring in-depth questions to appropriate library staff.
- Assists with programs or events, including storytimes, as assigned. Tasks involve, and are not limited to, providing directional information, preparation and clean up, assisting children and youth with activities, preparing nametags.
- Maintains PCI compliance regulations by shredding all documents, locking appropriate cabinets/doors, locking computer screen after each transaction and changing passwords every 90 days.
- Accepts payments for fines, lost or damaged items, flash drives, fax machine cards, and book-sale items via checks, cash or credit card payments.
- Credits patron accounts for computer printing.

Job Description

Education and formal training:

Required: None.

Preferred: High school diploma or equivalent.

Experience:

Required: 6 months' customer service experience.

Preferred: Customer service in a library.

Other:

Required: Must be 18 years of age or older.

A combination of training and experience which provides the required knowledge, skills and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities:

Required: None

Preferred: Experience with Dewey-Decimal library catalog system

Physical and Environmental Factors: Must be able to move up to 20 lbs., stand for long periods of time, kneel, stoop, crouch, reach, push pull, grasp, feel, talk, hear, listen and perform repetitive motions. Ability to move safely over uneven terrain or in confined spaces; ability to safely climb ladders. pushing (up to 150 pounds), pulling (up to 150 pounds), lifting (up to 20 pounds),

Specific vision abilities required include close, distance and peripheral vision; depth perception; and the ability to adjust focus.

Equipment operation: Standard office equipment including but not limited to computer, tablet, printer, copier, fax, and phone.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.