

JOB TITLE: Page II

DEPARTMENT: Circulation Services

CLASSIFICATION: Group 2

STATUS: Non-Exempt

GENERAL STATEMENT:

Under the supervision of the Circulation Services Manager, the Page II is responsible for shelving library materials, shelf reading, and general straightening of public areas. This work includes training new pages and directing the work of pages in the absence of the supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Vision and Key Beliefs of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all users.
3. Understands and enforces the library's policies and procedures, while safeguarding confidential and restricted information.
4. Maintains neatness of public areas including floors, desks, counters, shelves, tables, and areas visible to the public.
5. Trains new pages.
6. Assists the Circulation Services Manager in evaluating Pages.
7. Is responsible for work flow and job performance of pages during assigned shift.
8. Empties both indoor and outdoor return bins.
9. Operates the automatic materials handler for check-in.
10. Sorts, and inspects materials; reports damaged items.
11. Gathers and reshelves materials.
12. Shelves materials accurately and efficiently.
13. Shelf-reads the collection.
14. Shifts collections.
15. Assists with special projects as assigned.
16. Performs shelf-checks as needed.
17. Answers basic directional questions and refers patrons to appropriate staff for assistance.

PERIPHERAL DUTIES:

1. Performs other duties as assigned.

#### TOOLS/EQUIPMENT USED:

A variety of office machines, computers and library equipment.

#### PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, push, move, bend, stand, sit, squat, reach, and stretch continuously during the work shift. Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must have good eye/hand coordination for gripping and manipulating materials and objects. The employee must lift 25 pounds and transport or move up to 100 pounds of library materials from one location to another.

#### MINIMUM QUALIFICATIONS:

1. High school degree.
2. One year experience as a page.
3. Available to work nights and weekends.

#### KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to perform excellent customer service and to communicate general library policies and procedures to the public.
2. Ability to establish and maintain effective work relationships with staff and patrons.
3. Working knowledge of written and oral English.
4. Ability to train and lead co-workers and work as a member of a team.
5. Ability to handle detail and a wide variety of tasks in a fast-paced service oriented environment.
6. Ability to remain calm in difficult situations.
7. Knowledge of numerical and alphabetical sequences.
8. Willingness to learn new skills.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be

required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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