

JOB TITLE: Page
DEPARTMENT: Patron Accounts and Material Services
CLASSIFICATION: Group 1
STATUS: Non-Exempt

GENERAL STATEMENT:

Under the direct supervision of the Page Supervisor, the Page is responsible for shelving library materials, shelf reading, and general straightening of public areas. In addition, the Page pulls books for withdrawal and works on special shifting projects. This person deals responsibly with patron problems and emergencies to help maintain a safe and pleasant environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Values of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all.
3. Understands and carries out the library's policies and procedures, while safeguarding confidential and restricted information.
4. Empties both indoor and outdoor return bins.
5. Sorts and inspects materials; reports damaged items.
6. Gathers and reshelves materials.
7. Shelves materials accurately and efficiently.
8. Shelf-reads the collection.
9. Checks collections for missing items and pulls items to be withdrawn.
10. Maintains neatness of public areas including floors, desks, counters, shelves, tables, and areas visible to the public.
11. Answers basic directional questions and refers patrons to appropriate staff for assistance.
12. May check in materials on automatic materials handler.
13. Maintains neatness of public areas including desks, counters, shelves, tables and personal space.
14. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Sixteen years of age.
2. Available to work evenings 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 spoken English.
4. Ability to 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 put items in alphabetical and numerical order.
7. Willingness to learn new skills.

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.

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.

Revised and Approved 11/21/06
Revised and Approved 08/21/07
Revised and Approved 08/18/09
Revised and Approved 09/27/18