May 2021
FLSA: Non-Exempt

LIBRARY PAGE

DEFINITION

Under direct supervision, performs routine manual and clerical duties for the Library District; collects, sorts, files, and shelves books, magazines, digital media, audio books, and other library materials; retrieves library materials from drop off and storage areas; provides patron services such as answering questions and locating materials; assists with passport application and document screening; maintains the Library in a clean and orderly fashion; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an entry-level classification. Initially under close supervision, incumbents with basic related experience learn to perform the full range of manual and clerical support duties and direct questions from library patrons to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience. This class is distinguished from the Library Clerk class in that the latter performs the more complex and technical library activities that require additional knowledge, skills, and experience.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Collects, sorts, files, and shelves books, magazines, digital media, audiobooks, and other library materials; maintains accurate filing of shelved materials; retrieves library materials from book and donation drops and storage areas; collects, receives, and processes new, leased, and returned materials.
- Interacts with library patrons and provides patron services at the periodicals desk and over the phone; answers questions from patrons such as the location of certain books, public programming, or sections of the library; refers reference questions to appropriate staff; assists patrons with public computers and with printing, e-mailing, and saving computer files and other technology related issues.
- Assists patrons with finding books and materials via digital card catalog system, as requested; retrieves materials for patrons; pulls materials to fulfill hold requests.
- Assists with US Passport services by conducting preliminary passport application screening; ensures applicants have acceptable forms of payment, and proof of identity and citizenship; takes and develops passport photos; accepts and processes fees for photos; places applicants on waitlist for US Passport Agent processing.

- Performs general library maintenance duties including cleaning and restocking restrooms; keeps library premises clean and in good order; retrieves loose books and materials; assists with opening and closing procedures.
- Conducts regular shelf readings to ensure Library books and materials are in appropriate alphabetic/numeric order; corrects material out of order and adjusts shelf spacing, as necessary.
- Inspects books and materials for damage and removes damaged items from shelves; mends materials and pulls books designated for discard, as directed.
- Assists District staff with Library programs, and community events and outreach; participates in programming and community events; assists with setup, organization and distribution of programming and marketing materials; and clean up.
- Performs office clerical duties; files documents including information regarding library cards as well as fliers and other library materials according to Library procedures; operates a variety of office and business equipment.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- The Dewey Decimal and other alphabetical and decimal numeric filing systems.
- Purposes and functions of a public library.
- Effective public relations techniques.
- District workplace rules and procedures.
- General custodial duties.
- District and mandated safety rules, regulations, and protocols.
- Basic mathematical skills.
- Recordkeeping and filing principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and staff.
- The structure and content of the English language to effectively perform the work.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Consistently apply District policies and procedures according to available guidelines.
- Pay attention to detail and exhibit efficient organizational skills.
- File materials accurately according to District filing rules, using alphabetical and numeric filing systems.
- Maintain accurate logs, records, and basic written records of work performed.
- Respond to requests and inquiries from patrons and the general public.
- Perform basic mathematical computations.
- Understand and follow oral and written instructions.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Learn, understand, and apply pertinent policies and work standards.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and guidelines.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to completion of the tenth (10^{th}) grade.

Experience:
- None.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard library setting and use standard office equipment, including a computer; possess the strength, stamina, and mobility to perform light physical work; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and ability to stand and walk between work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, or heavier weights with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SPECIAL CONDITIONS

Public Employees Disaster Service Worker. In accordance with Government Code Section 3100, California public employees may be called upon to perform assigned disaster service worker duties in the event of an emergency or a disaster.