

# Lake County Public Library – Job Description

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**POSITION TITLE:** Page

**GRADE LEVEL:** C-2

**SUPERVISOR'S TITLE:** Branch Head, Branch Supervisor or other assigned staff

**DEPARTMENT:** Branches

**FLSA STATUS:** Non-Exempt, Hourly

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## **POSITION PURPOSE**

Provide library service to the public.

## **POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **ESSENTIAL FUNCTIONS**

- Shelve library materials
- Read shelves regularly
- Maintain neatness and order

### **OTHER RESPONSIBILITIES**

- Assist patrons in locating materials when necessary
- Dispatch materials
- Perform opening and closing duties
- Perform all other duties as assigned

## **EDUCATION AND/OR EXPERIENCE**

To perform this job successfully, an individual must have the following education and/or experience:

- Ability to file materials both alphabetically and numerically

## **KNOWLEDGE, SKILLS, AND ABILITIES**

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Customer Service** – Provides prompt, attentive, and friendly customer service in-person and by phone; represents the organization well; maintains personal accountability and ownership for providing excellent customer service; seeks and responds to feedback from customers to improve service; follows up and meets commitments; shows willingness to go out of his or her way to help customers.
- **Teamwork** – Cooperates and works together with all co-workers; plans and complete job duties with minimal supervisory direction, including appropriate judgment; collaborates with and supports coworkers by helping out where needed; creates and maintains positive relationships with coworkers; asks for and listens to coworkers feedback and incorporates feedback into revised processes; complete work on time and with proper quality; supports cross-training and shares learning with others.
- **Communications and Media** – Communicates ideas and thoughts clearly, accurately, and respectfully; listen to others and seek to understand others' perspectives; has knowledge of communication techniques and methods.
- **Adaptability** – Willingness to take on new challenges and responsibilities; open to change and variety within the workplace; works hard to implement successful change in areas of responsibility; recommends and implements changes to improve processes and customer service.
- **Image** – Portrays a positive image of library; is a strong public ambassador and promotes library programs and services during customer interactions.

## **PHYSICAL DEMANDS**

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.

- The employee frequently is required to:
  - Stand, walk, and sit

- Use hands and fingers to handle books, paper, and technology
- Speak and listen to others
- See and read
- Reach with hands and arms
- Stoop, kneel, crouch, or crawl
- The employee must be able to lift and/or move up to 25 pounds

**NOTE**

- The Lake County Public Library is an equal opportunity employer and does not discriminate against applicants or employees on the basis of race, age, sex, national origin, religion, disability, sexual orientation or any other unlawful basis.
- All employees hired at the Lake County Public Library are subject to transfer anywhere in the Lake County Public Library system.
- The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive list of duties, responsibilities and requirements.

Created 03/2015 Admin & HR, Revised 01/2018 HR; 10/2018 HR