

City of San José
CLASS SPECIFICATION

Title: Library Page PT (6212)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Library	Varies	Non- Exempt

CLASS SUMMARY

Under immediate supervision, performs clerical and manual work in connection with the circulation and maintenance of library materials. Maintains shelved materials in an orderly fashion. Assists at the Information Desk by issuing library cards, collecting payments, and responding to general customer inquiries. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Library clerical series responsible for providing routine clerical and customer service support to an assigned library program area. Work is closely supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Routine customer service distinguishes the Library Page class from the lower level class of Library Aide. The routine and repetitive nature of the work assigned to the Library Page distinguishes it from the next higher class of Library Clerk which has a more diverse range of tasks.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of two (2) years of high school.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Office Suite.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using a professional demeanor.

City of San José
CLASS SPECIFICATION

Title: Library Page PT (6212)

- Flexibility – Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Multi-Tasking – Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Provides direct assistance to library customers in the location and use of library materials; operates library automation system for routine transactions.	Daily/Several Times
2.	Inspects, sorts, makes minor repairs, delivers to appropriate sections and re-shelves library materials according to library procedures.	Daily/Several Times
3.	Maintains shelved materials in an orderly fashion.	Daily/Several Times
4.	Assists with checking materials in and out using computer terminals and automated materials handling systems.	Daily/Several Times
5.	Collects money from customers for various charges; operates cash register.	Daily/Several Times
6.	Assists in the training of library volunteers, trainees, or summer workers in assigned duties.	Daily/Several Times
7.	Helps promote the image of the library in the community by assisting with special projects or outreach activities as assigned.	Daily/Several Times
8.	Processes customer holds, pull list and discarded items according to library procedures.	Daily/Several Times
9.	Assists customers in accessing various library databases and software applications available on the Library's website	Daily/Several Times
10.	Assists librarians on databases and reference materials for San Jose State University students and the general public.	Daily/Several Times
11.	Scans materials; sends print jobs to the correct locations; assists at the copy center; assists customers in troubleshooting electronic equipment issues.	Daily
12.	Monitors facilities to identify inappropriate customer behaviors; refers behavior problems to lead or supervisor.	Daily
13.	Performs opening procedures; powers up lights and public computers; processes newspapers; logs into system and opens daily schedule.	Daily
14.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

City of San José
CLASS SPECIFICATION

Title: Library Page PT (6212)

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY *Created 7/80, Rev. 3/81, Rev. 6/86, Rev. 01/02, Rev. 09/17; s003*