

## **CITY OF TUALATIN**

### **Classification Description**

**Job Title:** Library Page- Temporary On-Call  
**Department:** Community Services – Library  
**Reports to:** Library Support Services Supervisor  
**FLSA Status:** Non-Exempt

**SUMMARY:** Checks in, sorts, and shelves library materials. Performs clerical work as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Shelves books and materials in appropriate stacks or locations, and maintains correct shelving order.

Pulls and processes items on reserve. Maintains the holds shelf using county-issues reports. Runs and acts upon reports to find library materials.

Checks library materials in; ensures that materials are complete and undamaged upon return.

Conducts basic title/author searches on library catalog and directs patrons to the item; place simple holds on items not currently available. Answers patron questions about the holds process.

Assists and directs volunteers; participates in recognition and appreciation of volunteers.

**SUPERVISION:** Supervision of other employees is not a responsibility of this position. May direct volunteers and assist with their training.

**COMPETENCY:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** – Manages competing demands.

**Attendance/Punctuality** – Consistently at work and on time. Arrives at meetings and appointments on time.

**Customer Service** – Understands and applies the principles of quality customer service. Responds promptly to customer needs and to requests for service and assistance. Solicits customer feedback to improve service.

**Dependability** – Follows instructions and responds to management direction. Takes responsibility for own actions. Keeps commitments. Completes tasks on time or notifies appropriate person with an alternate plan.

**Diversity** – Shows respect and sensitivity for cultural difference. Promotes and supports a harassment free environment.

**Ethics** – Treats people with respect. Inspires the trust of others. Works ethically and with integrity. Upholds organizational values.

**Innovation** – Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Develops innovative approaches and ideas. Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict. Maintains confidentiality. Actively listens to others without interrupting. Conveys a positive image of the City and its services. Keeps emotions under control. Remains open to others' ideas and tries new things.

**Judgment** – Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision-making process. Makes timely decisions.

**Motivation** – Sets and achieves challenging goals. Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Takes calculated risks to accomplish goals.

**Oral communication** - Speaks clearly and persuasively in positive or negative situations; demonstrates group presentation skills. Participates in meetings.

**Organizational Support** – Follows policies and procedures; completes administrative tasks accurately and on time. Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities. Uses time resources efficiently. Plans for resources. Sets goals and objectives.

**Problem Solving** – Identifies and resolves problems in a timely manner. Gathers and analyzes information. Develops alternative solutions. Uses reason even when dealing with emotional topics. Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner. Reacts well under pressure. Treats others with respect and consideration regardless of status or position. Inspires respect and trust. Accepts responsibility for own actions. Follows through on commitments.

**Quality Management** - Looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness. Applies feedback to improve performance. Monitors own work to ensure quality.

**Safety and Security** – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Teamwork** – Balances team and individual responsibilities. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Contributes to building a positive team spirit. Puts success of team above own interests. Able to build morale and group commitments to goals and objectives. Supports everyone's efforts to succeed.

**Technical Skills** – Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge & skills; shares expertise with others.

**Written communication** – Writes clearly and informatively. Edits work for spelling and grammar. Varies writing style to meet needs. Presents numerical data effectively. Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Computer Skills:** Ability to operate a personal computer. Knowledge of current software applications related to the functions and operations of a public Library. Working knowledge of word processing, spreadsheet, and database software. Ability to navigate and utilize the Internet.

**Language Skills:** Ability to communicate effectively in English in oral and written form. Ability to respond to inquiries from patrons, volunteers and coworkers.

**Mathematical Skills:** Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to sort and organize items numerically and alphabetically.

**Other Skills and Abilities:** Knowledge of the mechanics of library operation, or ability to acquire that knowledge through training. Knowledge of modern office practices and procedures including computer skills. Ability to service the public in a friendly yet businesslike manner. Ability to learn new tasks. Ability to organize. Ability to type and spell accurately. Ability to maintain effective working relationships with co-workers.

**EDUCATION and/or EXPERIENCE:** . Any satisfactory combination of education, experience and training which ensures the ability to perform the work.

**SPECIAL REQUIREMENTS:** Must be at least 16 years of age.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment 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 regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to sit. The employee is occasionally required to climb or balance. The employee must regularly lift and /or move up to 10 pounds and push/pull up to 16-20 pounds initially, 10-15 pounds sustained, 25-35 pounds up ramps and over thresholds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

Duties of this position are performed in an indoor environment, involving heavy public contact, frequent interruption and with a usually moderate noise level. Duties of this position require a willingness to work nights, weekends, and holidays.