

MUNICIPALITY OF WEST PERTH

**JOB DESCRIPTION**

<b>POSITION TITLE</b>	Library Page	
<b>Department</b>	Library	
<b>Reports to (Title)</b>	Head Librarian CEO	
<b>Job Description last updated on (Date)</b>	July 2021	

<b>POSITION DETAILS</b>	
<b>Position Status (full-time/part-time/seasonal)</b>	Part-time
<b>Pay Method (salary/hourly)</b>	Hourly
<b>Normal Workweek (# of hours)</b>	6 – 12 hrs/week
<b>Overtime Status (paid/unpaid/rate/after x# hours)</b>	N/A
<b>Benefits:</b>	OMERS? YES / NO Group Benefits? YES / NO

<b>GENERAL DESCRIPTION (OVERVIEW) OF POSITION</b>	
<b>1.</b>	<b>Scope of position (3-4 sentences maximum)</b>
The Page is responsible for sorting, shelving, processing Library materials in a safe and efficient manner, and assisting with other tasks as assigned by the Head Librarian CEO.	
<b>2.</b>	<b>Key Responsibilities (at least six – list in order of priority)</b>
<ol style="list-style-type: none"> <li>1) Responsible for routine work in shelving Library materials in a safe and efficient manner.</li> <li>2) Responsible for sorting and alphabetizing shelves and retrieving Library materials from carts and book drop, and preparing them for shelving.</li> <li>3) Ensures collections and displays are in neat and proper order.</li> <li>4) Provides excellent customer service to patrons by directing them to specific collections and/or to Library colleagues for assistance.</li> <li>5) Works cooperatively with Library colleagues to ensure necessary workflow and coverage.</li> <li>6) Understands and adheres to Library policies and procedures.</li> <li>7) Other duties as assigned by the Head Librarian CEO.</li> </ol>	

**SECTION A: SKILLS**

<b>1.</b>	<b>Knowledge</b>
<b>a)</b>	<b>Education – minimum education required (eg: High School, College Diploma, University Degree, Certificate, etc)</b>
	High School Diploma in progress.
<b>b)</b>	<b>Formal Training (designation (s) or certification (s)) required:</b>
	n/a
<b>c)</b>	<b>Experience - Minimum number of years of related work experience necessary to achieve proficiency on the job.</b>
	n/a
<b>d)</b>	<b>Other key skills necessary to achieve proficiency on the job. Examples: time management, organizational skills, leadership, computer knowledge, knowledge of local by-laws, knowledge of municipal statute, knowledge of Ontario Statute, certain licenses, ability to handle certain equipment, dexterity with hands,</b>
	Time management and organizational skills
	Works independently or as part of a team
	Oral and written communication skills
	Ability to work weekday evenings and Saturdays (daytime)
	Customer Service skills
	Computer knowledge related to email, online training, and work-related forms
	Listening skills
	Ability to follow instructions
	Knowledge of Library collections, programs and services
	Interpersonal skills

<b>2.</b>	<b>Decision Making – judgment, problem solving, creativity, initiative and analysis. Describe the following:</b>
	<ul style="list-style-type: none"> <li>• Unusual problems to be reported to the Head Librarian CEO.</li> <li>• Does not make decisions on behalf of the Library.</li> <li>• May make suggestions for procedure development.</li> </ul>

<b>3. Communication – written, verbal and interpersonal</b>
<p><b>Internal contacts (council, managers, non management staff)</b></p> <ul style="list-style-type: none"> <li>• Written (e-mail) and verbal contact with Library colleagues.</li> <li>• Verbal contact with Library patrons.</li> </ul> <p><b>External Contacts (general public, suppliers, government, professionals, boards, etc)</b></p> <ul style="list-style-type: none"> <li>• Contact with general public daily.</li> </ul> <p><b>Nature of the communication:</b></p> <ul style="list-style-type: none"> <li>• Daily contact with Library colleagues is necessary to maintain continuity of customer service.</li> <li>• Not required to speak on behalf of the Library or Municipality at functions.</li> <li>• All employees are required to present a professional image and appropriately represent the Municipality.</li> </ul>

## **SECTION B: EFFORT**

<b>1. Mental Effort – concentration and attention, complexity and analysis required and mental fatigue.</b>
<ul style="list-style-type: none"> <li>• Workday requires periods of concentration to complete duties satisfactorily.</li> <li>• Location of work area allows for many interruptions from patrons.</li> <li>• Low mental fatigue.</li> </ul>

<b>2. Physical &amp; Manual Effort, manual dexterity, complexity, volume of work, sensory requirements, and physical fatigue.</b>
<ul style="list-style-type: none"> <li>• Workday requires periods of physical effort to complete duties satisfactorily.</li> <li>• Regular lifting of books: moving to shelving cart, shelving books, up and down stairs, moving books on shelf to make room.</li> <li>• Medium amount of physical fatigue.</li> </ul>

## SECTION C: RESPONSIBILITY

<b>1.</b>	<b>Collection maintenance: contact with the public, accountability for assigned duties, accuracy, consequence of errors, responsibility for completing duties in a timely manner</b>
	<ul style="list-style-type: none"><li>• Performance of duties has an immediate effect on the provision of Library collections</li><li>• Frequent contact with the public.</li></ul>
<b>2.</b>	<b>Human Resources: personnel policies and procedures, health and safety, training</b>
	<ul style="list-style-type: none"><li>• No direct reports.</li><li>• Coordinates work with Library colleagues.</li><li>• Provides informal training/instruction to new Pages.</li><li>• No responsibility for hiring, discipline, motivation, training, performance review, etc.</li><li>• All employees are required to present a professional image.</li></ul>
<b>3.</b>	<b>Material &amp; information resources – equipment, property, data records and software, confidentiality</b>
	<ul style="list-style-type: none"><li>• Uses small equipment safely and is responsible for storage and reporting problems or concerns to the Head Librarian CEO.</li><li>• May offer input for Library procedures relating to material &amp; information resources.</li></ul>
<b>4.</b>	<b>Financial Resources – budgets, treasury, accounting and confidentiality</b>
	<ul style="list-style-type: none"><li>• No budgeting responsibilities.</li><li>• Maintains patron confidentiality related to personal or borrowing history.</li></ul>

## SECTION D: WORKING CONDITIONS

<b>1.</b>	<b>Physical surroundings and hazards</b>
	<ul style="list-style-type: none"><li>• Works in a pleasant, predictable environment.</li><li>• Minimal exposure to hazards. Minimal risk of Injury.</li><li>• Environment is usually predictable, however the position does involve dealing with the public.</li><li>• Typical work rotation is weekly, and subject to change: Two to three weekdays 6-8pm, alternate Saturdays 10-2pm.</li></ul>
<b>2.</b>	<b>Mental Environment – interruptions, dealing with public, deadlines, control of work schedule, monotony, social disruption</b>
	<ul style="list-style-type: none"><li>• Duties can be monotonous.</li><li>• Frequent Interruptions.</li><li>• Constant contact with Library colleagues and the public.</li><li>• Some deadlines.</li><li>• Additional hours are occasionally required.</li></ul>