

# Oshkosh Public Library

## POSITION DESCRIPTION

**POSITION:** Circulation Page  
**CLASSIFICATION:** Page  
**DEPARTMENT:** First Floor Customer Service  
**DATE:** October 2015

### GENERAL PURPOSE

This position is primarily responsible for providing a smooth and timely flow of library materials.

**SUPERVISION:** Reports to Circulation Supervisor

### ESSENTIAL DUTIES AND RESPONSIBILITIES

<b>Duty / Responsibility</b>	<b>Performance Standards</b>
<ul style="list-style-type: none"><li>• <b>Shelving:</b> Shelve all library materials on a daily basis with accuracy and efficiency except for reference material and special collections</li></ul>	<ul style="list-style-type: none"><li>• Shelving all library material with minimum of 97% accuracy at an approximate rate of 1.5 carts per hour. This rate may vary slightly based on the type of material on each cart and the shelving specifications.</li></ul>
<ul style="list-style-type: none"><li>• <b>Bookdrop:</b> Collect the outside bookdrop materials and discharge them in a timely manner, using Sirsi/Dynix Software. Sort the material onto carts &amp; shelves according to their designated locations or into bins for other libraries.</li></ul>	<ul style="list-style-type: none"><li>• Bookdrops are emptied 3 times daily, and should be discharged and sorted accurately within an hour of when they are retrieved. Sometimes more than 1 person is assigned to this at a time, based on expectations of bookdrop use (we have more than 1 drop), but usually 1 full cart can be done by 1 person in an hour.</li></ul>
<ul style="list-style-type: none"><li>• <b>Transits:</b> Unpack and transit in material (in a timely manner) that comes to OPL from other libraries within the Winnefox system. Sort the material onto carts &amp; shelves according to their designated locations or into bins for other libraries.</li></ul>	<ul style="list-style-type: none"><li>• Material coming from Winnefox is unpacked, transited in, and sorted onto carts &amp; shelves according to their designations. On average, this can be done at the rate of 3 boxes per hour.</li></ul>

<ul style="list-style-type: none"> <li>• <b>Discharge Room:</b> Discharge materials as they are returned. See Bookdrop info. At the end of the day, clear discharge room of all materials and turn off computers and fans.</li> </ul>	<ul style="list-style-type: none"> <li>• This is done almost every hour throughout the open hours of the library. Accuracy and efficiency are key here, since the rate of return is somewhat unpredictable, and customers may have trouble at checkout if this is not kept up. Closing at the end of the day and clearing the room takes approximately 1 hour.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Pick-up:</b> Pick up materials left by patrons throughout the library, straighten books in public shelving areas, return loose materials to the workroom, and sort them onto appropriate card or shelf.</li> </ul>	<ul style="list-style-type: none"> <li>• Overall neatness is the goal, and pages are given 1 hour to pick-up on the Lower and 2<sup>nd</sup> floor, and ½ hour to pick-up on the 1<sup>st</sup>. Loose books left by patron are collected and returned to the workroom for re-shelving, and shelves straightened up as time permits. Assigned about 4-8 hours per week.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Shelf-read:</b> In assigned area, check that books are shelved in the correct position and correct any errors that are found.</li> </ul>	<ul style="list-style-type: none"> <li>• Each page has a specific area to shelf-read when they are so assigned. This should be done with 100% accuracy in the ½ hour assigned. A total of approximately 2.5 - 3 hours is spent on shelf-reading each week.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Self-Check Assistance:</b> Assist with patrons' use of the self-check machines, including problem-solving when an item will not check out or a card does not work. Associated tasks include updating expired library cards and monitoring security gate and referring patrons to 1<sup>st</sup> Floor Desk.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that customer is successful at the self-check machine before breaking contact. Ensure that the alarm is, in fact, patron or staff error rather than theft, and desensitize material accordingly. Refer customer to 1<sup>st</sup> Floor Desk in the event of other problems and/or cash issues.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Newspapers:</b> On weekends, check in and date-stamp newspapers. Shelve newspapers, and put them into designated staff mailboxes or take them to customer service desk.</li> </ul>	<ul style="list-style-type: none"> <li>• Saturday and Sunday newspapers are processed at about 9:00 a.m. in order to supply patron with most current issues. Approximately ½ hour is allotted for this on each weekend day.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Miscellaneous:</b> Refill customer pencil and scrap paper supplies at computer stations, provide occasional break for CFOS staff, pull items from shelves for the "on shelf hold list", trap the holds pulled by the staff, some RFID tagging, answer workroom phone, shift materials, shoveling when needed, mopping in the event of an emergency, set up meeting rooms when needed, re-stock toilet paper as needed, receive donations and issue appropriate receipt, regularly read and initial page blog, and other tasks deemed necessary, or as assigned by supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• Carry out various miscellaneous duties that assist other staff or that help maintain collection neatness and management. Some of these duties directly impact the patron experience, such as shoveling on weekends or answering the phone when it rings in the workroom. These tasks are often assigned by the Department Head or their designee to help "backfill" for tasks normally done by others, and vary quite a bit in complexity and frequency.</li> </ul>

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Library policies, procedures and rules.
- Basic computer skills including data entry and word processing. Skill in the operation of software needed to perform the job includes library automated software, web content software, popular search engines, email providers and social networking sites.
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks appropriately during busy periods and make effective use of slow periods.
- Skill in communicating effectively with people from diverse backgrounds; effectively refer customers to appropriate source for questions or problem situations.
- Ability to work independently with limited direct supervision; establish and maintain effective working relationships; process confidential materials with discretion.
- Ability to learn new technologies.
- Ability to memorize the location of various library materials in the workroom and on library floor.

## **REQUIRED EDUCATION AND/OR EXPERIENCE**

- Must be at least 16 years old.

## **TOOLS AND EQUIPMENT USED**

Personal computers, photocopy machines, RFID pads, scanning wands, and other computer-related equipment.

## **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.

While performing the duties of this job, the employee is frequently required to stand for up to 8 hours; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors with occasional work performed outside such collecting the book-drop, salting icy front sidewalk and shoveling snow.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**DRAFT**