

Title:

Reports to:

**Library Page**

Customer Experience Specialist

*Updated July 2021*

## POSITION SUMMARY:

Under the direction of the Customer Experience Specialist, the Library Page plays a valuable role in supporting customer services and access to materials. The position is responsible for sorting, locating and shelving materials, as well as for directing customers to appropriate staff to ensure their inquiries are addressed when necessary. The Page position also assists at the Customer Services desk and Interlibrary Loans as is required. These positions may include evening and weekend shifts.

## SPECIFIC ACCOUNTABILITIES:

1. Performs various duties to support GPPL and its customers, helping to ensure that materials are available, accessible, and organized:
  - Sorts and shelves materials
  - Organizes shelves and ensures materials are in order
  - Cleans returned items from the toy library, as well as toys in the play area of the children's department
  - Assists with recycling
  - Picks up materials used in-house (main floor only)
  - Delivers outgoing mail to the nearby Canada Post mailbox
  - Keeps the library tidy
  - Checks in selected materials
  - Shelves interlibrary loan items
  - Shelves selected high-demand items
  - May run selected reports
2. Provides break coverage for Clerks at the Customer Services Desk as is needed.
  - Performs customer services duties accurately in accordance with GPPL policies and procedures
  - Provides basic information service if required
  - Maintains awareness of current GPPL resources and services
3. May assist the Interlibrary Loan department as required:
  - Unpacks incoming materials from other libraries
  - Sorts and packs outgoing materials for other libraries
  - Assists with curbside pickup service
4. Other duties as required.

## WORKING CONDITIONS:

- Stands for extensive periods of time
- Required to lift and push heavy objects
- Required to bend and reach repetitively to shelve and retrieve materials
- Works occasionally in a front-line public service environment and as such, deals with constant interruptions by person or phone

**KNOWLEDGE/EXPERIENCE:**

- Attention to detail and organizational skills
- Ability to understand and apply alphanumerical sorting systems
- Ability to perform physically demanding work such as pushing carts and lifting heavy packages
- Customer service skills
- Ability to work independently and as part of a team