



**Code: 0539**  
Family: Clerical and Office Administration  
Service: Administrative  
Group: Clerical, Accounting and General Office  
Series: Library

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## **CLASS TITLE: LIBRARY PAGE**

### **CHARACTERISTICS OF THE CLASS**

Under immediate supervision, performs routine manual and clerical tasks at a Chicago Public Library, and performs related duties as required

### **ESSENTIAL DUTIES**

- Places books on shelves in accordance with alphabetical and/or numerical classification systems
- Locates materials on library shelves and delivers to patrons
- Inspects shelves to ensure books are correctly shelved by call number and neatly arranged
- Pulls and relocates improperly shelved books
- Puts reading room desks and displays in proper order
- Packs and unpacks library materials
- Answers telephone, takes messages, and refers callers to appropriate parties
- Charges and discharges library materials using a personal computer and the automated circulation system
- Processes applications for library cards by entering patron data into computer terminals
- Retrieves books from book drops, loads books onto carts or gurneys and transports them to designated library sections for processing
- Performs other routine clerical duties, as required

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Willingness and ability to perform the duties of the job

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General library facility environment

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

### **PHYSICAL REQUIREMENTS**

- Must be able to lift and carry books and materials weighing in excess of 35 pounds
- Ability to climb ladders and /or step stools

- Ability to squat, bend, push gurneys, book carts and stand long periods of time

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Some knowledge of:

- clerical methods, practices and procedures
- intake and customer service methods, practices, and procedures
- English language spelling, punctuation, and grammar
- basic computer operations

Knowledge of applicable City and department policies, procedures, rules and regulations

### **Skills**

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing

### **Other Work Requirements**

- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
September, 2012