PRINCE GEORGE PUBLIC LIBRARY
JOB DESCRIPTION - LIBRARY SERVICES PAGE

Name of Employee:
Job Title: Library Services Page
Department: Collections & Technology
Department Manager: Chris Field
Position Reports to: Chenoa Smeds
Position: Acquisitions & Materials Coordinator

(Revised November 2, 2026)

ROLE DESCRIPTION:

The Library Services Page is part of a team that maintains order in the library, and provides basic customer service including: answering directional questions, and basic computer questions. Responsibilities include a variety of tasks associated with the return and re-shelving of material, which may include answering the phones, answering general inquiries, and responding to basic computer questions. The goal is to demonstrate respect, teamwork, and a high level of customer service so that we can effectively meet the needs of our library customers. The Library Services Page reports to the Acquisitions & Materials Coordinator, and to the Nechako Coordinator while at the Nechako Branch. They may receive direction from in charge staff, or the shift leader on duty. Pages work in all areas of the library, the Nechako Branch and may be called on to assist Administration during inventory, and to distribute marketing material including signage, boards, and mailings for the Marketing department.

POSITION RESPONSIBILITIES:

- Maintains circulation of materials in the library. This includes:
    - Prepares returned materials for check-in. This includes checking for repairs/damage, pulling date slips, cleaning discs, and checking for missing parts and filling out action reports.
    - Interfiles all returned items onto the shelves after being checked in.
    - Loads trolleys in preparation for shelving
    - Processes all checked in items in Fine Free Discharge as directed.
    - Accurately and efficiently shelves all returned library materials
    - Marking items used and interfiles the items onto trolleys
    - Processes holds and files the holds accurately on the holds shelf.
    - Processes items in-transit from our branch-to-branch deliveries
    - Monitors and clears the book drops

- Maintains order of the library including:
    - Gathers, processes and re-shelves all library materials that are used in-house
    - Maintains proper shelf order according to call number (alphabetical or numerical) through regular shelf-reading of assigned sections
    - Tidies the furniture and collects loose garbage in the public area
    - As required, ensures that the public computer keyboards and mice are cleaned
    - At closing, ensures that library clean-up is complete so that the library is ready for opening the next day
    - Processes newspapers for public use

- Provides customer service by answering basic computer and equipment questions, answering telephone calls and providing directional information. This may include:

- Responding to basic patron queries for computer assistance such as how-to login, how to use a mouse, or how to save files
- May be asked to issue Internet guest passes
- Assisting with printing from the computers and use of the photocopier
- Answering phones
- Referring all questions that are more advanced to the appropriate desk

- Assists with other tasks as assigned. These may include:
  - Newspaper processing
  - Periodical processing
  - Book mending
  - Cutting scrap paper
  - Photocopying
  - Moving parts of the collection
  - Mounting posters
  - Shredding
  - Processing discards
  - Counting change
  - Program materials preparation
  - Program assistance
  - Book labelling/processing
  - Inventory
  - Scanning and re-naming of documents
  - May assist with opening and closing procedures as directed by in-charge staff or the shift leader

- Communicates clearly with the supervisor and other Pages. This includes:

  - Communicating queries and issues with regard to shelving, shelf-reading, scheduling, messy areas in the collection, and special projects

WORKING CONDITIONS

Physical effort: Most of the time spent standing with frequent opportunity to move about. There is some opportunity to sit on a comfortable chair. There is a frequent need to move book trucks, and lift books and boxes.

Physical environment: Usually located in a comfortable indoor area.

Sensory attention: Regular need to give attention, reading, studying, observing, and listening to what is happening. There is a frequent need to give very close attention to detail.

Mental stress: The work is routine and ongoing. There is some pressure for performance to ensure tasks are completed within a shift. There is some exposure to dealing with frustrations of staff and the public.

QUALIFICATIONS

- Minimum age 16 years old

- Demonstrated ability to follow oral and written instruction
- Demonstrated ability to accurately sort numerical and alphabetical sequences
- Physically able to participate in extended periods of activity, including lifting heavy objects, walking, standing, stooping, bending and carrying
- Successful completion of a criminal records check

QUALITIES

- Ability to physically handle library materials and trolleys
- Demonstrated initiative and self-motivation
- Good public service attitude and communication skills

The foregoing description is an accurate and complete statement of the duties and responsibilities assigned to this position.