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| JOB TITLE: Librarian – Information Services | POSITION CODE: CSISL | NUMBER OF POSITIONS = 12 | DIRECTORATE: Client Services | | |
| CLASSIFICATION: Level 2/4 | AWARD: | Public Service Award - PSGA | TEAM: Information Services | | |
| REPORTS TO Team Leader – Information Services, Level 5 | | POSITIONS REPORTING TO THIS POSITION Nil | | | |
| PRIMARY PURPOSE OF POSITION To support day-to-day operations within the State Library of Western Australia by providing reference and general enquiry services to clients.. | | | | | |
| CONTEXT The State Library of Western Australia seeks to enrich the lives of Western Australians by enabling access to resources for information, learning, enterprise and recreation; and collecting and preserving our social and documentary heritage for current and future generations. The Client Services Directorate is responsible for leading the development and delivery of services to State Library clients including library and information, fee paying and outreach services. | | | | | |
| KEY ACCOUNTABILITIES 1. Provides customer focused information and reference enquiry service, including face-to-face, telephone, written and AskNow. 2. Contributes content to State Library websites. 3. Designs, conducts and participates in training programs for staff, clients and partners. 4. Participates in the planning, coordination and implementation of special projects. 5. Contributes to a positive team environment. 6. Contributes towards meeting team and State Library objectives and outcomes. 7. Develops and documents procedures to ensure best practice in team workflows. 8. Provides customer focused service. 9. Participates in the planning and development of team workplans. | | | | | |
| Compliance and Legislative Knowledge <ul style="list-style-type: none">▪ Comply with Department of Culture and the Arts and State Library Code of Conduct, policies and procedures and relevant appropriate legislation; and▪ Meet Occupational Safety and Health, equal opportunity and other legislative requirements in accordance with the parameters of the position. | | | | | |

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| <p>KEY RELATIONSHIPS / INTERACTIONS</p> <ol style="list-style-type: none"> 1. Other staff across the State Library 2. Public Library Staff 3. Clients and other visitors to the State Library 4. External partners and clients | <p>POSITION CRITERIA</p> <p>Essential</p> <ol style="list-style-type: none"> 1. Eligibility for Associate membership of the Australian Library and Information Association. 2. Demonstrated knowledge of a range of information resources e.g. Gale's Health and Wellness. 3. Demonstrated ability to identify client needs and expectations and provide flexible and responsive service. 4. Demonstrated capacity to work both independently and as part of a team, with a positive approach to continuous improvement. 5. Demonstrated experience in solving problems through creative and workable solutions and options. 6. Demonstrated knowledge of integrated library management systems, internet and computer applications, eg word processing and spreadsheets. 7. Demonstrated ability to communicate effectively at all levels, both verbally and in writing, including the presentation of training programs. |
| <p>KEY CHALLENGES</p> <ol style="list-style-type: none"> 1. Helping develop workflows and consolidating processes under the new structure. 2. Maintaining a quality client service during transition periods. 3. Developing and maintaining a good working relationships and being flexible with new ways of working. 4. Ensuring that safe work practices are maintained at all times. | <p>Desirable</p> <ol style="list-style-type: none"> 1. . Experience in providing reference services within a library environment. |
| <p>SPECIAL CONDITIONS</p> <ol style="list-style-type: none"> 1. Required to work rostered hours for a 7-day per week operation including evenings and weekends. | |

Signature: *Date:*/...../.....