

1. TITLE

1.1 Position: **LIBRARY CUSTOMER SERVICE OFFICER**

1.2 Level: **2**

2. CONTRACT

City of Nedlands Enterprise Agreement 2010

3. DIVISION

Community and Strategy

4. DEPARTMENT

Community Service Centres - Nedlands and Mt Claremont Libraries

5. POSITION OBJECTIVES

- 5.1 To assist in the provision of high quality library and information services in accordance with the City's strategic and corporate plans
- 5.2 To be a first point of client contact and to perform administrative duties to ensure excellent customer service that promotes the City of Nedlands to residents and the general public

6. QUALIFICATIONS, SKILLS, KNOWLEDGE & EXPERIENCE

- 6.1 Good interpersonal and communications skills
- 6.2 Numeracy and literacy skills

- 6.3 Proficiency in the use of computer software and the internet, including good keyboard skills
- 6.4 Completed year 12 or equivalent experience
- 6.5 Ability to work with minimal supervision
- 6.6 Ability to work in a team
- 6.7 Good organisational and time management skills
- 6.8 Current 'C' class driver's licence and current First Aid Certificate
- 6.9 Experience working in a public library

7. KEY DUTIES/RESPONSIBILITIES

7.1 Circulation Desk

- 7.1.1 Responsible for issue and discharge of library materials
- 7.1.2 Maintain membership records
- 7.1.3 Assist readers with reference and general enquiries
- 7.1.4 Maintain holds and reservations records
- 7.1.5 Receive and receipt monies
- 7.1.6 Process bookings for library programs and equipment
- 7.1.7 Bibliographic checking of requested items on relevant databases and allocation of locations for requests
- 7.1.8 Maintain the appearance of the library by regular shelving, shelf checking and tidying duties
- 7.1.9 Instruct library patrons in the use of library technology
- 7.1.10 Maintain supplies of request slips and stationary used at the Circulation Desk

7.2 Inter-Library Loans

- 7.2.1 Prepare and direct inter-library loan requests or action inter-library loan requests for items to be supplied by or to SLWA or other public libraries
- 7.2.2 Prepare requested items for loan or return via Australia Post, SLWA delivery service or Mailwest
- 7.2.3 Maintain statistics

- 7.2.4 Generate inter-library management reports and liaise appropriately with library patrons and other libraries

7.3 **Books on Wheels**

- 7.3.1 Review the selection of library materials by volunteers
- 7.3.2 Liaise with library volunteers to ensure the effective delivery of library materials
- 7.3.3 Process items for delivery to housebound patrons and check in returned material
- 7.3.4 Create appropriate rosters for library volunteers
- 7.3.5 Maintain relevant profiles of housebound patrons
- 7.3.6 Assist the Library Volunteers Coordinator with the recruitment and selection of library volunteers
- 7.3.7 Input into the selection of new library materials suitable for housebound patrons
- 7.3.8 Select and process bulk loans for institutions
- 7.3.9 Compile book lists for housebound patrons
- 7.3.10 Respond to client's requests for library materials
- 7.3.11 Assist in the provision of the Library Transport Service

7.4 **Accounts**

- 7.4.1 Process lost and damaged items
- 7.4.2 Generate accounts, management reports and liaise appropriately with library patrons, other libraries and SLWA
- 7.4.3 Generate invoices and maintain appropriate records
- 7.4.4 Maintain a high standard of public relations when dealing with library patrons
- 7.4.5 Reconcile all monies received at the Circulation Desk including photocopy takings, accounts paid, printing fees, magazine sales, fax fees, laminating fees, replacement library cards, book sales, sales of library promotional items and monies from the PieLink Kiosk

7.5 **Exchanges**

- 7.5.1 Process incoming and outgoing exchanges
- 7.5.2 Produce booklists in attractive format for library patrons on a regular basis
- 7.5.3 Maintain bibliographic and holdings records

7.5.4 Process multi-language resources collections

7.5.5 Liaise with SLWA as required

7.6 Local History

7.6.1 Assist in maintaining the local history collection

7.6.2 Answer local history enquiries from members of the public

7.6.3 Assist in coordinating local history displays

7.6.4 Assist in the collection of local history materials

7.6.5 Index local newspapers under the direction of the Local History Librarian

7.6.6 Input local history data onto the automated system

7.7 Local Stock

7.7.1 Process all local stock including books, magazines, CD-ROMs, DVDs, talking books, compact discs and ephemera

7.7.2 Assist with the maintenance of bibliographic and holdings records

7.7.3 Liaise with the magazine subscription supplier

7.7.4 Perform data entry as required

7.8 Other Duties

7.8.1 Maintain public noticeboards and community information pamphlets

7.8.2 Undertake rostered duties on Circulation Desk in a prompt, courteous and efficient manner.

7.8.3 Assist with children's activities and/or special projects

7.8.4 Create library displays

7.8.5 Perform general office duties

7.8.6 Operate and maintain office equipment

7.8.7 Maintain Australian Bureau of Statistics collection

7.8.8 Perform system maintenance duties as required

7.8.9 Prepare and conduct storytelling sessions under the general direction of Librarian

7.8.10 Undertake relief duties at Mt Claremont branch library

7.8.11 Other duties as required to ensure the efficient management of the library service

7.8.12 Undertake stock maintenance duties

7.9 Strategic

N/A

7.10 Human Resources

N/A

7.11 Council Support

N/A

7.12 Occupational Safety and Health

7.12.1 To be responsible for ensuring own safety and health and that of other people in the workplace

7.12.2 To comply with Occupational Safety and Health legislation and the City's OSH Policies and Procedures

7.13 Risk Management

7.13.1 To comply with the City's Risk Management Policies and Procedures

7.13.2 To be responsible for reporting possible risks in relation to operational procedures

8. ORGANISATIONAL RELATIONSHIPS

8.1 **Responsible to:** Library Services Coordinator

8.2 **Supervision of:** Volunteers

8.3 **Internal Liaison:** All Staff

8.4 **External Liaison:** General public

9. EXTENT OF AUTHORITY

9.1 Operates under the general direction of Library Services Coordinator and freedom to make decisions in accordance with policies and procedures

9.2 Freedom to act is governed by role, policy and procedures

9.3 Assistance available for problem solving

9.4 Work outcomes monitored

Authorised by Director Community & Strategy

5 August 2010