

Library Officer – Casual Relief Pool

Job ref: 1305

- **Casual relief**
- **\$26.71 per hour, inclusive of casual loading**

We are currently seeking to develop a pool of Library Officers to provide casual relief across our library network providing a high quality service to our community. The successful candidates will possess a high attention to detail, strong customer service ethic and a 'can do' attitude. In this casual relief role, you will provide back up to our teams as required, including Saturday mornings, and you may work at any of our libraries at Capel, Boyanup and Dalyellup.

You will perform a variety of tasks in providing excellent customer service through issuing library materials, assisting with enquiries, accurately shelving and maintaining library materials, and processing reservations and requests, just to name a few!

To be successful in this position, you will have demonstrated computer skills, previous customer service experience and a drivers licence. Previous library experience, or study towards qualifications in Library & Information Services would be highly desirable, but not essential.

If you enjoy being part of a team and making things happen, then we want to hear from you!

To obtain an information package and position description go to our website www.capel.wa.gov.au or contact Human Resources on jobs@capel.wa.gov.au or ph (08) 9727-0222.

Your application should quote the reference number and include a covering letter and resume detailing your relevant experience, qualifications, and skills. All applications should be sent to Human Resources, Shire of Capel, PO Box 369, Capel WA 6271 or emailed to jobs@capel.wa.gov.au The position will remain open until filled.

As an Equal Employment Opportunity employer, the Shire of Capel encourages applications from individuals of diverse backgrounds to apply, to join us in servicing our community.

The Shire of Capel is located in the South West, halfway between Bunbury and Busselton with 29km of pristine beaches and acres of Tuart Forest National Park, is one of the fastest growing coastal shires in Australia.



TITLE: **Library Officer**

PURPOSE: To effectively provide Library and Information Services to the community under the direction of the Librarian.

Key Responsibilities	Requirements
<p><u>Customer Service</u></p> <ul style="list-style-type: none"> • Act as first point of public contact, respond appropriately and effectively, and support the provision of the Public Library and Information Services which includes: <ul style="list-style-type: none"> - Issue and discharge of library materials - Verify bibliographic detail of readers requests using appropriate bibliographic tools - Assisting readers with their enquiries – in person, by telephone or email - Receipt monies - Maintain membership records – ascertain adequate identification of prospective borrowers, change of name/address, file membership applications • Promote the Shire, the Council image and the various community programmes available to the public • Locate available items as requested by processing reservations, or request items through VDX as necessary • Prepare requested items for loan or return via mail or SLWA internal delivery service <p><u>Library Operations</u></p> <ul style="list-style-type: none"> • Shelve library materials, maintain shelf order and maintain the library and collection's physical appearance • Ensure the return SLWA book exchange is processed monthly • Maintain records such as current and appropriate daily statistics, financial transactions, and membership records • Process purchased and donated items (Capel only) • Assist in maintaining Library budget, and participate in preparing budget requests process 	<p><u>Experience and Qualifications Required:</u> Essential:</p> <ul style="list-style-type: none"> • High attention to detail • Strong computer skills and keyboard ability • Customer Service experience • Satisfactory Police clearance and Working With Children Check certification • Drivers Licence. <p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience in a Public Library • Be studying towards a qualification in Library and Information Services • Knowledge of SLWA operations • Working knowledge of the local district. <p><u>Behaviours:</u></p> <ul style="list-style-type: none"> • Building Customer Loyalty • Managing Work • Work Standards • Contributing to Team Success • Communication • JF: Detailed Work

Community Centre Bookings (Dalyellup and Boyanup only)

- Handle bookings and queries for Community Centres, in consultation with Shire Customer Service, including:
 - Issue and maintain keys, and provide information on the Community Centre
 - Receive and receipt payments for use of Community Centre

General Duties

- Support the Library team by assisting in other locations when required to assist with workload/backup, or to provide advice in area of expertise.
- Any other duties as required
- Ensure own safety and avoid adversely affecting the safety and health of any other person through any act or omission at work, and ensure that OH&S responsibilities are met and promoted by complying with the Shire OH&S policies and procedures and relevant legislative requirements to maintain safe work practices and a safe working environment.
- Ensure all duties are carried out in a professional manner consistent with the Shire's code of conduct, staff policies and procedures.

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<u>CLASSIFICATION:</u>	Level 4/6 Local Government Industry Award 2010
<u>LOCATION:</u>	The position will be based at the Capel / Boyanup / Dalyellup Public Libraries.

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Level of Authority

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Reporting Relationships

<u>Reports to:</u> Librarian/Senior Library Officer
<u>Direct Reports:</u> nil

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INCUMBENT:

Name:

Signature: _____ Date: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

DIRECT MANAGER:

Name:

Signature: Date:
