



Title: **Library Customer Service Officer (Casual)**
Position Number: 3239 and 3016
Division: Corporate and Strategy
Level: Two (2)

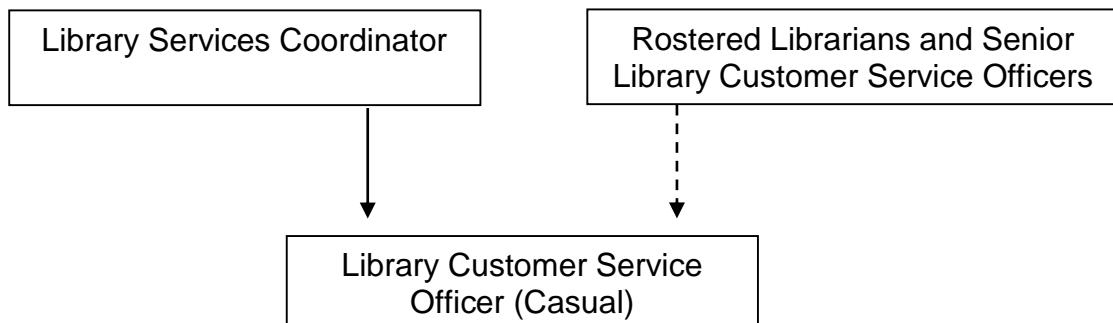
Position Objectives

- To assist in the provision of high quality library and information services in accordance with the City's Strategic and Corporate Plans.
- To be the first point of contact for clients and to perform administrative duties that support the provision of library and information services.

Organisational Relationships

Reporting to: Library Services Coordinator
Responsible for: N/A
Membership of: Community Service Centres
Liaison with: All staff, State Library of Western Australia (SLWA), general public, and other public libraries.

Organisational Chart





Key Responsibilities

Operational

- **Circulation desk**

- Undertake rostered duties on the circulation desk in a prompt, courteous and efficient manner.
- Responsible for issuing and returning of library materials.
- Maintain membership records.
- Assist readers with reference and general enquiries.
- Maintain holds and reservations records.
- Bibliographic checking of requested items on relevant databases and allocation of locations for requests.
- Maintain the appearance of the library by regular shelving, shelf checking and tidying.
- Receive and receipt monies.
- Process bookings for library programs and rooms.
- Instruct library members in the use of library technology.
- Maintain stationery supplies and forms used at the circulation desk.

- **Inter-Library loans**

- Action incoming and outgoing requests from SLWA and other libraries.
- Maintain statistics.
- Generate inter-library loans reports.
- Liaise appropriately with library members and other libraries.

- **Accounts**

- Process lost and damaged items.
- Generate reports and accounts and liaise appropriately with library members, other libraries and SLWA.
- Generate invoices and maintain appropriate records.
- Maintain a high standard of public relations when communicating with library members.
- Reconcile all monies received at the circulation desk.
- Reconcile pretty cash.

- **Exchanges**

- Process incoming and outgoing exchanges.
- Maintain bibliographic and holdings records.
- Process languages other than English collection.
- Liaise with SLWA as required.



- **Local stock**

- Process all local stock materials, including but not limited to books, magazines, talking books, discs and ephemera.
- Assist with the maintenance of bibliographic and holdings records.
- Liaise with the magazine subscription supplier.
- Perform data entry as required.

- **Other duties**

- Maintain public noticeboards and community information pamphlets.
- Undertake mending of library stock and materials.
- Create library displays.
- Operate and maintain office equipment.
- Perform general office duties.
- Perform and conduct Storytime and Baby Rhyme Time sessions under the general direction of the Librarian.
- Assist with children's activities and/or special projects.
- Undertake stock maintenance duties as required.
- Undertake the daily Mt Claremont Library run when required.
- Other duties as required to ensure the efficient management of the library service.

Strategic

- N/A

Human Resources

- N/A

Council Support

- N/A

Occupational Safety and Health

- Responsible for ensuring own safety and health and that of other people in the workplace.
- Comply with occupational safety and health legislation and the City's OSH policies and procedures.

Risk Management

- Comply with the City's risk management policies and procedures.
- Responsible for reporting possible risks in relation to operational procedures.



Requirements of the Job

Skills and Knowledge

- Sound customer service skills.
- Good interpersonal and communication skills.
- Effective time management and organisational skills.
- Proficient in the use of the Microsoft Office Suite, including good typing and word processing skills and the Internet.
- Developed working knowledge of library online resources.
- Ability to work independently and within a team environment.
- Ability to take initiative to resolve customer queries within extent of authority.
- Good numeracy and literacy skills.

Experience

- Experience working in a public library would be advantageous.
- Experience in using the Amlib library management system would be advantageous.

Qualifications, Certificates and Licences

- Completed Year 12 or equivalent experience.
- Current 'C' class drivers licence.
- Current Working with Children Check (if conducting children's activities).
- Current Senior First Aid Certificate.

Physical Work Component

During normal duties, the frequency of lifting, carrying or pulling the following weight is:

	Never	Seldom	Occasionally	Often	Always
23 kgs or over		✓			
9 – 22 kgs		✓			
Under 9 kgs					✓

During normal duties, the frequency of the following activities is:

	Never	Seldom	Occasionally	Often	Always
Walking				✓	
Walking on uneven ground			✓		
Driving			✓		
Reaching above shoulder height				✓	



Reaching at shoulder height					✓
Reaching below shoulder height					✓
Bending or crouching				✓	
Kneeling or crawling		✓			
Working with hazardous substances	✓				

During normal duties, the following activity is required to be maintained for:

	0-30 minutes	31-50 minutes	51-90 minutes	Over 90 minutes
Sitting at one time	✓			
Standing at one time		✓		
Driving at one time	✓			

During the average day, the total number of hours spent in the following position or activity is:

	0-2 hours	2-4 hours	4-6 hours	6-8.5 hours
Sitting at one time	✓			
Standing at one time	✓			

During the average day, the position may require working in the following conditions:

	Yes	No
Outside		✓
Extremes of hot or cold	✓	
Damp or humid environment		✓
Noisy environment		✓
Dusty or unventilated environment		✓
Toxic fumes or hazardous chemicals		✓

Extent of Authority

- Operates under the general direction of Library Services Coordinator and freedom to make decisions in accordance with policies and procedures.
- Exercises a degree of autonomy however, freedom to act is governed by role, policy and budget constraints.
- Assistance available for problem solving.
- Work outcomes monitored.



Certification

Approved by: Director Corporate & Strategy Authorised by: Chief Executive Officer

Date Reviewed: November 2015