



**Title:** **Library Customer Service Officer (Shelver)**

**Position Number:** 3107

**Division:** Corporate and Strategy

**Level:** One (1)

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## 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 client contact and to perform administrative duties to ensure excellent customer service that promotes the City of Nedlands to the residents and the general public.

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## Organisational Relationships

**Reporting to:** Library Services Coordinator

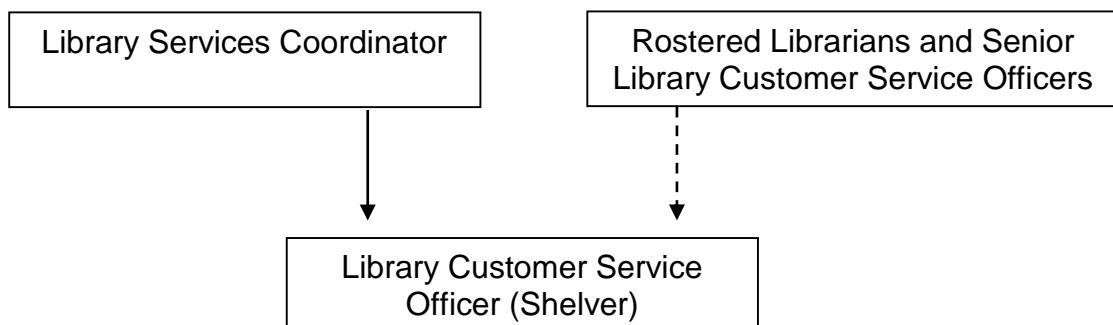
**Responsible for:** Nil

**Membership of:** Community Service Centres

**Liaison with:** All staff and general public

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## Organisational Chart





## Key Responsibilities

### Operational

- **Shelving Duties**
  - Maintain the collections by shelving all returning stock.
  - Shelf checking and tidying.
  - Maintain and keep tidy the appearance of the library and the different collections.
  - Maintain and update the displays within the library.
- **Circulation Desk**
  - Assist with issuing and returning of library materials.
  - Assist with maintaining holds and reservations.
  - Assist readers with basic general enquiries.
  - Receive and receipt monies.
  - Process bookings for library programs and rooms.
  - Instruct library members in the use of library technology.
- **Other Duties**
  - Assist with activities, events and/or special projects.
  - Undertake stock maintenance duties as required.
  - Perform general office duties as required.
  - Other duties as directed by the Library Services Coordinator, Librarians or Senior Library Customer Service Officers 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.
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## Requirements of the Job

### Skills and Knowledge

- Sound customer service skills.
- Good interpersonal and communication skills.
- Effective time management and organisational skills.
- An understanding of the Dewey Decimal Classification system.
- Ability to work independently and within a team environment.
- Knowledge of library online resources.
- Proficient in the use of Microsoft Office Programs and the Internet.
- 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.
  - A current 'C' class drivers licence.
  - A current Senior First Aid Certificate.
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## 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.
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## Certification

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

Date Reviewed: November 2015