



## **Library Customer Service Officer (2 positions)**

### **About the role**

The City of Nedlands is seeking a customer focused individual to deliver professional customer service to the Community in a library environment.

The role is primarily based at our main branch, Nedlands Library on Stirling Highway with a roster including Saturday mornings, Sunday afternoons and evening shifts over a four week period.

The key responsibilities of the role include circulation desk duties, inter-library loans, books on wheels, stock processing and shelving.

### **Selection criteria**

Successful applicants require:

- High level customer service skills with the ability to take initiative to resolve customer queries;
- Sound interpersonal and communication skills;
- Ability to work independently and within a team environment;
- Good time management and organisational skills;
- Well-developed skills with the use of Microsoft Office programs; and
- A current 'C' class drivers licence.

Previous experience working in a public library and using Amlib or Spydus library management systems will be highly regarded.

### **What we offer**

There are two permanent, full time positions available which both offer a cash salary of \$49,200 to \$54,400 per annum plus superannuation and 10% penalty rate.

### **Additional details**

Please read the position description to ensure a full understanding of the role. Confidential enquiries can be directed to Caris Chamberlain, Acting Library Services

Coordinator on (08) 9273 3644. Applications will be accepted until 5pm, Friday 26 August 2016

**How to apply**

Applicants must include a covering letter, resume and a statement addressing the selection criteria as listed above.

Applications can be submitted online, by post or in person.



**Title:** Library Customer Service Officer  
**Position Numbers:** 3106, 3108, 3113, 3127, 3234, 3235, 3236  
**Division:** Corporate and Strategy  
**Level:** Two (2)

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## Position Objectives

- To assist in the provision of high quality library and information service in accordance with the City's Strategic and Corporate Plans.
- To be the first point of contact for clients and to perform administrative duties to ensure excellent customer service that promotes the City of Nedlands to residents and the general public.

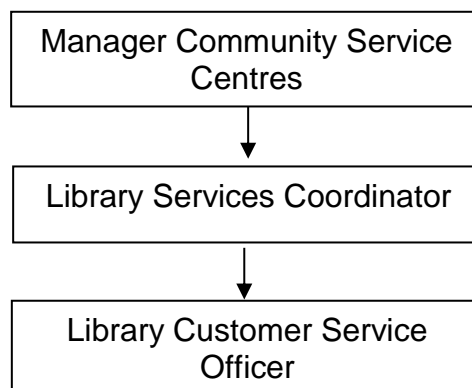
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## Organisational Relationships

**Reporting to:** Library Services Coordinator  
**Responsible for:** Volunteers  
**Membership of:** Community Service Centres – Library Services  
**Liaison with:** All staff, general public, State Library of Western Australia (SLWA) and Suppliers.

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## 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 reservation 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.

- **Books on Wheels**

- Review the volunteers' selection of library materials for the housebound clients.
- Liaise with library volunteers to ensure the effective delivery of library materials.
- Process items for delivery to housebound members and return incoming materials.
- Create appropriate rosters for library volunteers.
- Maintain relevant profiles of housebound members.
- Assist the Library Volunteer Contact Officer with the recruitment and selection of library volunteers.



- Input into the selection of new library materials suitable for housebound members.
- Select and process bulk loans for institutions.
- Respond to client's requests for library materials.
- Assist in the provision of the Library Bus Transport Service.

- **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 petty cash.

- **Exchange**

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

- **Local History**

- Assist in maintaining the local history collection.
- Assist in local history enquiries from members of the public.
- Assist in coordinating local history displays.
- Assist in the collection of local history materials.
- Index local newspapers under the direction of the Local Library Librarian.
- Input local history data onto the automated system under the direction of the Local Studies Librarian.

- **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**

- 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.
- Raise order requisitions and orders with suppliers for library stationery and other items.
- Perform system maintenance duties as required.
- 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 relief duties at Mt Claremont branch library as required.
- Undertake stock maintenance duties as required.
- Rostered to do the daily Mt Claremont Library run.
- 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.

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## **Requirements of the Job**

### **Skills and Knowledge**

- High level customer service skills with the ability to take initiative to resolve customer queries.
- Sound interpersonal and communication skills.
- Ability to work independently and within a team environment.
- Good time management and organisational skills.
- Sound proficiency in using Microsoft Office Suite, including good typing and word processing skills.
- Good numeracy and literacy skills.

### **Experience**

- Experience working in a public library is advantageous.
- Experience in using Amlib or Spydus library management systems will be highly regarded.

### **Qualifications, Certificates and Licences**

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

- Operates under the general direction of the 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: 10 August 2016