



**Title:** **Library Customer Service Officer**  
**Position Number:** 3106, 3108, 3113, 3127, 3129, 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 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 residents and the general public.

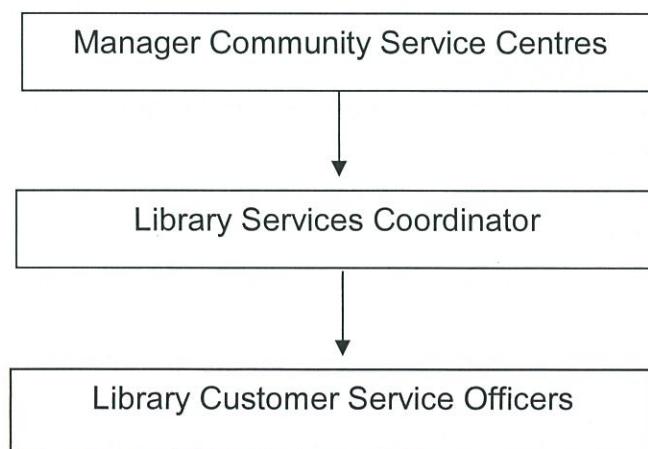
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## Organisational Relationships

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

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## Organisational Chart





## Key Responsibilities

### Operational

- **Circulation Desk and Roaming Duties**
  - Provide a high standard of customer service and be proactive in assisting the customers.
  - 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 duties.
  - Receive and receipt monies.
  - Process bookings for library programs, rooms and equipment.
  - Instruct library patrons in the use of library technology.
  - Maintain supplies of stationery 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, SLWA and other libraries.
- **Books on Wheels**
  - Review the volunteers' selection of library materials for the Books on Wheels members.
  - Liaise with library volunteers to ensure the effective delivery of library materials.
  - Process items for delivery to housebound patrons and returning incoming materials.
  - Create appropriate rosters for library volunteers.
  - Maintain relevant profiles of Books on Wheels members.
  - Assist with the recruitment and selection of library volunteers.
  - Input into the selection of new library materials suitable for Books on Wheels 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, SLWA and other libraries.
- Generate invoices and maintain appropriate records.
- Maintain a high standard of public relations when dealing with library members.
- Reconcile all monies received at the Circulation Desk.
- Reconcile petty cash.

- **Exchanges**

- 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 enquires from members of the public.
- Assist in coordinating local history displays.
- Assist in the collection of local history materials.
- Index local newspaper under the direction of the Local Studies Librarians.
- 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, DVDs 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 notice boards 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 as required.
- Undertake relief duties at both branches as required.
- Undertake stock maintenance duties as required.
- Rostered to do the 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.



- Proficient in a range of current technologies with the ability to do basic troubleshooting.
- Good 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 Spydus library management system will be highly regarded.
- Experience using and showcasing the Western Australia Public Libraries Digital Media Collections will be highly regarded.

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

- Completed Year 12 or equivalent.
- A current 'C' class drivers licence.
- A current National Police Certificate.
- A current Working with Children Check.
- A current Senior First Aid Certificate.

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### **Physical Work Component (if applicable to role)**

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 frequency required to maintain the following activity is:

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

\*\* Within this time, it is recommended to change position frequently.

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 and Strategy*

*Authorised by: Chief Executive Officer*

Signature: *[Signature]*

Signature: *[Signature]*

*Date Reviewed: 9 March 2017*

