



Title: Library Customer Service Officer
Position Number: 3106, 3108, 3113, 3127, 3129, 3234, 3235, 3236
Division: Corporate and Strategy
Level: Two (2)

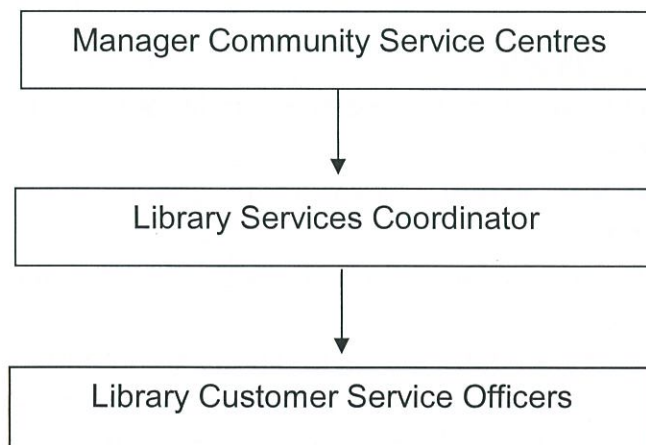
Position Objectives

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

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.

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.

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 trouble shooting.
- 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.

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	Over90 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.

Certification

Approved by: Director Corporate and Strategy

Authorised by: Chief Executive Officer

Signature:

[Handwritten Signature]

Signature:

[Handwritten Signature]

Date Reviewed: 9 March 2017

