



## Library Customer Service Officer

**Work Type: Casual**

**Closing Date: 1/12/2017**

### **About the role**

The City of Nedlands is increasing the pool of customer service officers for the library service team to provide relief for annual leave, sick leave and other ad hoc relief cover.

The core function of the role is to provide high quality and friendly customer service to Library users. The Officer will be undertaking circulation desk tasks, shelving, local stock processing and other duties as directed between our Nedlands and Mt Claremont branches as required.

### **Selection Criteria**

The person we seek will be able to demonstrate:

- Sound customer service skills;
- Good interpersonal and communication skills;
- Effective time management and organisational skills; and
- Proficient in the use of the Microsoft Office Suite and the Internet.

Previous experience working in a public library, using Spydus library management system and some working knowledge of library online resources will be highly regarded.

### **What we offer**

This casual position offers a casual rate of \$31.94 to \$35.36 per hour (dependent on skills and experience) plus superannuation (conditions apply).

### **Additional details**

Please read the attached Position Description to ensure a full understanding of the role. Confidential enquiries can be directed to Despina Swain, Library Services Coordinator on (08) 9273 3644.

Applications **must** include a covering letter and resume addressing the selection criteria listed above. Applications will be accepted until 5.00 pm, Friday 1 December 2017.

### **How to apply**

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



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

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## Position Objectives

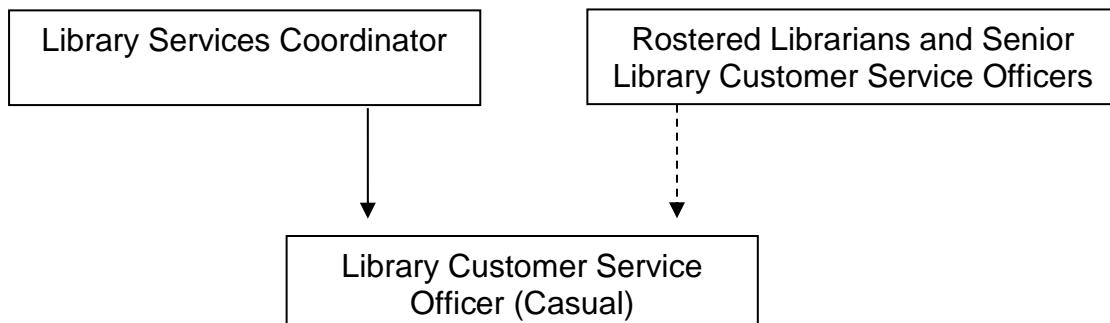
- To assist in the provision of high quality library and information services in accordance with the City's Strategic and Corporate Plans.
  - To be the first point of contact for clients and to perform administrative duties that support the provision of library and information services.
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##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

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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 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 and online resources.
- 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 Spydus 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.

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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.



## Certification

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

Date Reviewed: November 2017