

## Job Description Form



The State Library connects Western Australians with information and ideas.

Our Organisation Values:

- We value Western Australia's unique and diverse stories
- We believe knowledge has the power to transform lives and information should be freely available to everyone
- We keep the community at the heart of our decisions about collections, programs and services
- We collaborate to benefit the community
- We recognise that Western Australia is a large state with diverse needs

### POSITION DETAILS

<b>Position Title: Library Officer</b>	<b>Position Number:</b> 12207	<b>Classification Level:</b> Level 1
<b>Directorate:</b> <b>Library Services</b>	<b>Award/Agreement:</b> PSA 1992/ PS CSA A (2019)	<b>Location:</b> Perth Cultural Centre
<b>Reports To:</b> 12194, Team Leader Client Services, SCL2		
<b>Direct Reports:</b> Nil		

### ROLE OF DIRECTORATE

The Library Services Directorate delivers services to the community which inspire creativity and curiosity and play a vital role in literacy and learning at every stage of life. The Directorate supports State Library clients, whether online or visiting the building with specialist library and research services and educational programs based on State Library collections. The Better Beginnings Family Literacy program is widely recognised for its universal approach to developing and supporting family

literacy. Western Australian public libraries are also supported with advice, training and professional development opportunities.

## **PURPOSE OF THIS POSITION**

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In all Directorates of the State Library of Western Australia, Library Officers are employed to work directly with clients, providing outstanding customer service by providing assistance in accessing library services and facilities. Library Officers work collaboratively in developing a quality service environment and are expected to support clients access both physical and digital collections and services while in the building and online.

## **KEY RESPONSIBILITIES OF THIS POSITION**

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### **Role Specific Responsibilities:**

1. Provide customer focused service to all State Library clients both in the building and online
2. Provide direct assistance to clients with queries, software and equipment and use computer systems to find, process, describe and loan library materials, as required by team allocation.
3. Assist clients and other staff through the delivery of effective and efficient processes
4. Respond to client comments, suggestions and complaints appropriately and in a timely manner
5. Assists in the delivery of training to staff and clients as required
6. Participate in the delivery of long-term and short-range plans for the Library service
7. Provide recommendations regarding the use of equipment, fittings and furniture
8. Locate, retrieve and supply information resources either as part of inter-library loan, public order or acquisition processes
9. Participate and support promotional activities and events
10. Participate in the maintenance and promotion of library collections
11. Performs other duties as required.

### **Corporate Responsibilities:**

12. Demonstrates the Library's values
13. Adheres to the Public Sector Code of Ethics and the Department's Code of Conduct
14. Acts safely and in accordance with the Department's Occupational Health and Safety Policy and Procedures.

## WORK RELATED REQUIREMENTS

***Applicants should be able to demonstrate their capability to meet the criteria below, which should be read in conjunction with the specific responsibilities of the position:***

### **Essential:**

#### **1. Technical Skills and Knowledge:**

- Demonstrated ability to provide excellent customer service
- Demonstrated ability to use the internet and related software, as well as an ability to troubleshoot technical problems
- Physical capability to work in a library environment e.g. shelving, lifting and processing books and library resources

#### **2. Shapes and Manages Strategy:**

- Demonstrated experience in solving routine problems through creative and workable solutions and options
- Supports shared purpose and direction.

#### **3. Achieves Results:**

- Possess time management and planning skills, including the ability to set priorities, whilst maintaining accuracy and attention to detail in all tasks
- Demonstrated ability to work with a flexible approach to task allocation and meeting priorities

#### **4. Builds Productive Relationships:**

- Demonstrated capacity to work both independently and as part of a team, with a positive approach to continuous improvement and the ability to contribute to a positive workplace
- Recognises the value of diversity and understands the needs of others may differ and are sensitive towards this

#### **5. Exemplifies Personal Integrity and Self Awareness:**

- Stays calm under pressure, does not react personally to criticism
- Seeks supervisor feedback and responds to guidance

#### **6. Communicates and Influences Effectively:**

- Demonstrated ability to communicate effectively, both verbally and in writing, to enable successful interaction with diverse staff and client base

## APPOINTMENT PRE-REQUISITES

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### Appointment to this position is conditional on:

1. Completion of 100 point identification check.
2. Evidence of the right to work in Australia.
3. Successful pre-employment Integrity Check.
4. Successful Criminal Record Screening Clearance (no older than 6 months).

## SPECIAL CONDITIONS

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1. Will be required to work rostered hours for a 7 day a week operation, including evenings and weekends.

## CERTIFICATION

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The details contained in this document are an accurate statement of the responsibilities and requirements of this position.

..... Date (DD/MM/YYYY)

Manager Signature

..... Date (DD/MM/YYYY)

Employee Signature

### Effective Date:

26/02/2020

(JDF registered date)