



Title: Library Customer Service Officer (Casual)

Division: Community

Level: Two (2)

Position Objectives

- Assist in the provision of high-quality library and information service in accordance with the City's Strategic and Corporate Plans.
- Being 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

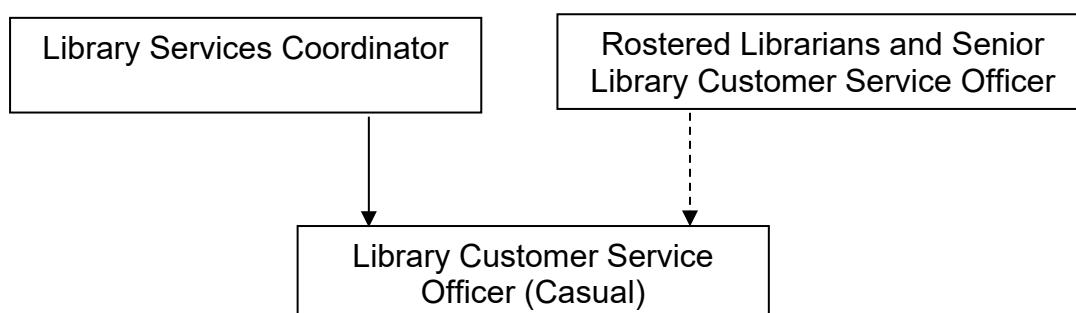
Reporting to: Library Services Coordinator

Responsible for: N/A

Membership of: Community Service Centres

Liaison with: All staff, State Library of Western Australia (SLWA), general public, and other public libraries.

Organisational Chart



Key Responsibilities

Operational

Circulation Desk and Roaming Duties:

- Provide a high standard of customer service and be proactive in assisting 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 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, SLWA, and other libraries.
- 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.

Exchanges:

- Process incoming exchanges.
- Maintain bibliographic and holdings records.
- Process Languages Other than English (LOTE) collection.

Local Stock:

- Process all local stock materials, including but not limited to books, magazines, audiobooks, 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 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 Story Time, Rhyme Time, and Music Time sessions under the general direction of the Librarian.
- Assist with children's activities and/or special projects as required.
- Undertake stock maintenance duties as required.
- Undertake the 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

Work Health and Safety

- Understand the Worker Rights and Responsibilities under the Work Health and Safety Act 2020.
- Be responsible for ensuring your safety and health and that of others in the workplace.
- Actively communicate and consult with others on WHS matters.
- Report Hazards and incidents immediately.
- Follow implemented safe work practices.
- Participate in incident investigations when required.
- Actively participate in return to work programs.

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 within extent of authority.
- Good interpersonal and communication skills.
- Effective time management and organisational skills.
- Proficient in the use of Microsoft Office Suite, including good typing and word processing skills and the Internet.
- Proficient in a range of current technologies with the ability to do basic trouble shooting.
- Developed working knowledge of library online resources.
- Ability to work independently and within a team environment.
- 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.
- Experience using and showcasing the Western Australia Public Libraries Digital Media Collections is highly regarded.

Qualifications, Certificates and Licences

- Completion of Year 12 Education or equivalent experience.
- Current 'C' class Drivers Licence.
- Current Working with Children Check (if conducting children's activities).
- Current Provide First Aid Certificate.

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: Chief Executive Officer

Signature:

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a horizontal line and a small dot.

Date Reviewed: 6 July 2023
