



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Library Service Officer	Level	3
Business Unit	Community Development and Library Services	Position Number	Various
Directorate	Planning and Community Development	Date Established	March 2007
Reporting to	Branch Librarian, Local History and Reference Team Leader, Collection Management Team Leader, Digital Service Officer	Date Updated	June 2026

2. KEY OBJECTIVES

- Work as a team and provide support to ensure the provision of an effective library and information service to the community.
- Deliver a high standard of customer service to internal and external library customers.
- Support the effective delivery and promotion of lifelong learning programs to the community.
- Assist the Branch Librarian and Librarian in the delivery of services, programs, and events for the community.

3. KEY ACCOUNTABILITIES

- Ensure library services, programs and activities are delivered according to agreed timeframes and standards and in line with business unit objectives.
- Undertake activities in accordance with protocols, procedures, processes, and work instructions.
- Ensure all financial activities are undertaken in accordance with the City's cash handling protocols and practices.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

4. **KEY ACTIVITIES:**

ACTIVITIES

Outcome: Customer Service

- Assist library customers in person, on the phone, by email and online, including responding to reference enquiries, locating library materials and information.
- Conduct routine financial transactions.
- Deliver high quality customer service, ensuring information is correct, consistent, clearly conveyed and issues are resolved as quickly as possible.
- Assist customers with the use of library related technologies, including demonstrating, troubleshooting and downloading of e-books, e-magazines, and other online subscription enquiries.
- Support Librarians and Library Programs and Services Officers with the delivery of digital and library programs and services.
- Ensure that confidential customer information is always kept secure.
- Follow procedures when interacting with customers displaying anti-social behaviour, including contacting Rangers or WA Police when necessary.

Outcome: Library Operations

- Contribute to the management of library collections by completing stock maintenance tasks including physical and electronic data processing of all library materials and heritage items.
- Assist with de-selection of stock.
- Provide on the job training and ongoing support to new employees, volunteers and work placements for library systems and procedures as required.
- Oversee the tasks performed by work placements, volunteers and provide guidance to lower classified employees as required.
- Process accounts for lost, damaged or overdue items promptly.
- Process cash reconciliations.
- Contribute to developing and revising library processes and procedures to ensure they are current.
- Maintain the physical appearance and organisation of the library and assist with stock promotion.
- Maintain and repair library stock.
- Process customer item requests, including inter-library loans and purchase requests. Oversee minor programs as directed.
- Generate and process reports from the Library Management System.
- Perform stock takes as necessary.
- Undertake the opening, closing and securing of library buildings.
- Oversee daily library functions in the absence of senior employees.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

Outcome: Lifelong Learning

- Assist with promoting library services, programs and events at internal and external venues.
- Assist setting up venues for library programs (including furniture and equipment).
- Assist with the delivery of library programs and events.

Outcome: Work, Health and Safety

- Commit to safety standards in the workplace by maintaining a safe, clean, and tidy work environment.
- Exercise duty of care regarding own safety and that of other employees and library users.
- Report potential safety hazards, injuries or incidents to supervisor.
- Follow correct manual handling techniques.

Outcome: Resource Services

- Provide circulation services to homebound users, including communication with customers, selection, processing and delivery of material and liaison with Books on Wheels Officers and volunteers.
- Upload Marc records to the Library Management System as received from State Library of Western Australia.
- Prepare and process materials including uploading of copy catalogued records from national databases onto the Library Management System.
- Liaise with suppliers to ensure the uninterrupted supply of magazine stock.
- Ensure invoices are forwarded for payment.
- Initiate payments to library suppliers and conduct audit checks for all invoices including those from suppliers of local stock.

Outcome: Reference Services

- Provide research assistance using available print and digital resources.
- Conduct and assist with processing oral history interviews.
- Conduct digitisation of resources for preservation and maintain relevant database records.
- Assist with the delivery of presentations to school groups, programs and events.
- Actively participate in specialised local history projects.

5. WORK RELATED REQUIREMENTS**Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- Excellent customer service.
- Excellent verbal and written communication and numeracy.
- Time management and problem-solving.
- Computer literacy, including Microsoft Office and the ability to navigate the internet and online resources.
- Using current technology and devices to access digital library resources.
- Interpersonal skills to effectively work in a team environment.
- Research skills (Reference only).

Knowledge:

- Public library environment and resources.
- Library operations.
- Early years and digital literacy.
- WHS principles, including manual handling.
- Digitisation and archival preservation practices (Reference only).

Experience:

- Working in a similar role or a role requiring a similar skill set.
- Working in a customer service environment.

Qualifications / Clearances:

- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Freedom to act within established standards, procedures, and guidelines.
- Work outcomes are clearly defined and monitored.
- Solutions to problems may require the exercise of limited judgment with guidance to be found in procedures, precedents, and guidelines. Assistance is available when problems occur.
- Scope to exercise initiative in applying work practices and procedures.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under regular supervision.

Internal:

- Volunteers.
- Student placements.
- All business units.

External:

- Customers.
- Other WA public libraries.
- State Library of WA.
- Educational institutions.
- Business and community groups.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	0
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