



## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

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|----------------------|--|-------------------------|--|
| <b>Title</b>         | Library Programs and Services Officer  | <b>Level</b>            | 4  |
| <b>Business Unit</b> | Community Development and Library Services   | <b>Position Number</b>  | 00540,00545,00552, 00557, 00563,00567,00570,00572, 00581,00583,00587, 00590, 00603, 01309,01588,01592, 01600,01632,00547 |
| <b>Directorate</b>   | Planning and Community Development   | <b>Date Established</b> | July 2014  |
| <b>Reporting to</b>  | Branch Librarian, Collection Management Team Leader, Local History & Reference Team Leader | <b>Date Updated</b>     | March 2024   |

### 2. KEY OBJECTIVES

- Support the effective delivery and promotion of lifelong learning programs to the community.
- Work as a team and support the Branch Librarian/Team Leader and Librarian to ensure the provision of an effective library and information service to the community.
- Assist the Branch Librarian/Team Leader and Librarian in the delivery of library services, local history and reference services, programs and events in the library or external venues for the community.
- Deliver a high standard of customer service to internal and external library customers.
- Promote a safe work environment.

### 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 WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

#### 4. **KEY ACTIVITIES**

| ACTIVITIES  |
|---|
| <p><b>Outcome: Lifelong Learning Programs</b></p> <ul style="list-style-type: none"> <li>• Assist in the preparation, delivery and promotion of services, programs and events at internal and external venues.</li> <li>• Prepare promotional library displays and activities.</li> <li>• Develop themes and associated activities and resources for events and programs under direction of the Branch Librarian/Team Leader or Librarian.</li> <li>• Set up venue for library programs (including furniture and equipment) and attendance at lifelong learning events.</li> <li>• Deliver programs for the community which support lifelong learning, local history, early years and digital literacy.</li> <li>• Provide information and assistance to customers during events and promotional activities.</li> </ul> <p><b>Outcome: Library Operations</b></p> <ul style="list-style-type: none"> <li>• Assist with procurement, maintenance, and de-selection of stock.</li> <li>• Process accounts for lost, damaged or overdue items and take required actions.</li> <li>• Process money reconciliation.</li> <li>• Participate in the development of library processes and procedures and maintain procedures to reflect current practices.</li> <li>• Maintain the physical appearance and organisation of the library including shelving, shelf checking and assist with stock promotion.</li> <li>• Complete required tasks for Inter Library Loans</li> <li>• Generate and process a range of reports from the Library Management System.</li> <li>• Process and maintain records for lost and damaged items and perform stock takes as required.</li> <li>• Undertake opening, closing, and securing of library buildings.</li> <li>• Oversee library functions in the absence of senior Library staff.</li> <li>• Complete rostered duties on customer service desk.</li> <li>• Provide on the job training to employees new to the job or to specific functions.</li> <li>• Share skills and work knowledge with colleagues to develop a multi-task team.</li> <li>• Provide guidance to volunteers, work experience or practicum placements.</li> <li>• Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience, as directed by Branch Librarian/Team Leader or Librarian.</li> </ul> <p><b>Outcome: Work Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Commit to safety standards in the workplace by maintaining a safe, clean and tidy work environment.</li> <li>• Exercise duty of care with regard to own safety and that of other workers and library users.</li> </ul> |

- Report potential safety hazards, injuries, or incidents to supervisor.
- Proactively participate in the Fit for Work program by doing daily stretching exercises and following correct manual handling techniques as outlined in the Fit for Work guidelines.

**Outcome: Customer Service**

- Provide assistance to library customers in person, on the phone, by email or online, including responding to reference and public computer enquiries, locating library materials and information.
- Responsible for accepting and receipting of money from customers.
- Complete rostered duties on customer service desk in a prompt, courteous and efficient manner.
- Assist customers with the use of library related technologies.

**Outcome: Local History and Reference Services**

- Provide research assistance using library resources, specialised Reference and Local History resources and online databases.
- Conduct oral history interviews.
- Digitise resources for preservation.
- Deliver presentations to school student groups and other groups and assist with delivery of presentations at external locations.
- Actively participate in specialised local history projects.

## 5. WORK RELATED REQUIREMENTS

### **Essential Skills, Knowledge, Experience and Qualifications:**

#### **Skills:**

- Proactive customer service skills.
- Story sharing skills and the ability to present to groups of all ages.
- Verbal and written communication and numeracy skills.
- Time management and problem-solving skills.
- Computer literacy skills (Microsoft Word, Excel, Outlook) including the ability to navigate the internet and access digital library resources.
- Skills in the use of current technology and devices used to access digital library resources.
- Interpersonal skills to effectively work in a team environment.

#### **Working Knowledge:**

- A public library environment and resources.
- Early literacy and digital literacy.
- Work health and safety principles including manual handling.

#### **Experience:**

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

**Qualifications / Clearances:**

- Tertiary qualification in the field of either Library Services, Education, Humanities, Technology, Early Childhood Studies or the equivalent and/or relevant experience.
- Current WA 'C' Class Driver's License.
- Current Working with Children Check (WWCC) or appointment to position will be subject to evidence of application for WWCC, either prior to or on commencement, and attainment of satisfactory WWCC.

**6. EXTENT OF AUTHORITY**

- Freedom to act within established practices.
- Work outcomes are clearly defined and monitored.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in the application of established work procedures and guidelines.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under general supervision

**Internal:**

- Branch employees
- Volunteers
- Work Experience persons
- Other branch employees
- Library Services Team
- Employees in other business units

**External:**

- Library customers
- Other WA public libraries
- State Library of WA
- Schools
- Tertiary Institutions
- Library associated organisations
- Local History organisations
- Child Health Centres

**8. POSITION DIMENSIONS**

|  |   |
|--|---|
| NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION | 0 |
|--|---|