

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Library Programs and Services Officer	Level	4
Business Unit	Community Development and Library Services	Position Number	00540,00545,00552, 00557, 00563,00567,00570,00572, 00581,00583,00587, 00590, 00603, 01309,01588,01592, 01600,01632
Directorate	Planning and Community Development	Date Established	July 2014
Reporting to	Branch Librarian, Collection Management Team Leader, Local History & Reference Team Leader	Date Updated	November 2020

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

Outcome: Lifelong Learning Programs

- Assist in the preparation, delivery and promotion of services, programs and events at internal and external venues.
- Prepare promotional library displays and activities.
- Develop themes and associated activities and resources for events and programs under direction of the Branch Librarian/Team Leader or Librarian.
- Set up venue for library programs (including furniture and equipment) and attendance at lifelong learning events.
- Deliver programs for the community which support lifelong learning, local history, early years and digital literacy.
- Provide information and assistance to customers during events and promotional activities.

Outcome: Library Operations

- Assist with procurement, maintenance and de-selection of stock.
- Process accounts for lost, damaged or overdue items and take required actions.
- Process money reconciliation.
- Participate in the development of library processes and procedures and maintain procedures to reflect current practices.
- Maintain the physical appearance and organisation of the library including shelving, shelf checking and assist with stock promotion.
- Complete required tasks for Inter Library Loans
- Generate and process a range of reports from the Library Management System.
- Process and maintain records for lost and damaged items and perform stock takes as required.
- Undertake opening, closing and securing of library buildings.
- Oversee library functions in the absence of senior Library staff.
- Complete rostered duties on customer service desk.
- Provide on the job training to employees new to the job or to specific functions.
- Share skills and work knowledge with colleagues to develop a multi-task team.
- Provide guidance to volunteers, work experience or practicum placements.
- 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.

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 with regard to own safety and that of other workers and library users.

- 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 / SELECTION CRITERIA

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Demonstrated proactive customer service skills.
- Demonstrated story sharing skills and the ability to present to groups of all ages.
- Demonstrated verbal and written communication and numeracy skills.
- Demonstrated time management and problem-solving skills.
- Developed computer literacy skills (Microsoft Word, Excel, Outlook) including the ability to navigate the internet and access digital library resources.
- Demonstrated skills in the use of current technology and devices used to access digital library resources.
- Demonstrated interpersonal skills to effectively work in a team environment.

Knowledge:

- Working knowledge of a public library environment and resources.
- Working knowledge of early literacy and digital literacy.
- Working knowledge of work health and safety principles including manual handling.

Experience:

- Relevant experience working in a similar role or a role requiring a similar skill set.
- Relevant experience 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
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