

Position Description

Position Details

Position Title	Library Officer
Job Location	Library
Position Level	3
Department/Division	External Services / Recreation and Culture
Reports to (Title)	Coordinator Library

Employment Type

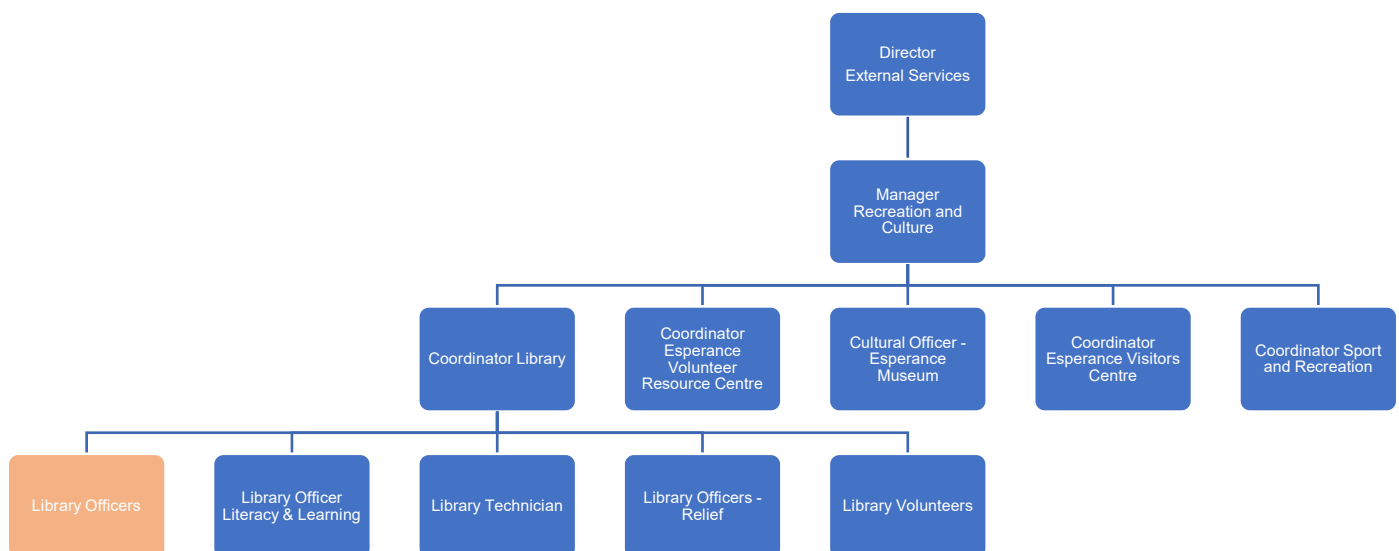
☐ Full Time
 ☒ Part Time (please specify hours)
 Hours Per Week

☐ Casual

Position Summary

Provide excellent customer service to enhance the effective operation of the Library service and assist with administrative and collection maintenance activities.

Organisational Structure External Services



Specific Accountabilities of the Position

- Undertake library and desk tasks as required including, but not limited to, joining new members; discussing and assisting with general, reference and readers advisory enquiries; issuing, renewing and returning loans; placing reservations; inter-library loan transactions; collecting fees and charges; reshelving items, maintaining tidiness and shelf order of library resources; ensure the presentation of the library is inviting and tidy.
- Coordinate the Home Library
- Assist customers in the use of equipment and technology such as computers, photocopiers, wireless internet access, online resources, library apps, e-resources and mobile devices or refer to specialist staff.
- As part of a team undertake organisational tasks including: housebound service; inter-library loans; item reservations; overdue/missing/lost and damaged items; memberships; tax help program; supplies ordering, maintaining display boards, responding to enquiries and collecting statistics.
- Assist in collection maintenance activities, undertaking library database information additions and corrections, processing stock, discarding stock and undertaking stock repairs.
- Receive and reconcile daily money, complete banking and petty cash duties.
- Assist with Library engagement activities, programs, events and projects.
- Undertake promotion of the Library including the collection, programs and projects.
- Develop and maintain positive rapport with staff, volunteers, customers and the general public to promote the library services; ensure customers have a positive experience.
- Monitor changes and developments within the library and advise the Coordinator Library of initiatives that may enhance customer needs and experiences.
- Follow and maintain correct procedures for all tasks within the role and be willing to undertake other tasks as directed by the Coordinator Library.

General Accountabilities of the Position

Workplace Health and Safety

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.
- Follow all WHS policies, procedures and practices.
- Perform as a team player and maintain a satisfactory level of industrial harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
- Observe National Privacy Principles and Privacy legislation.
- Always act in accordance with Council's Code of Conduct.
- The Chief Executive Officer, Directors, Managers, Coordinators and on site supervisors have additional responsibilities as defined in the Shires WHS Roles and Responsibilities Procedure and Workplace Health and Safety Legislation.

Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.

- Exercise a high level of interpersonal skills in dealing with the public and others.

Selection Criteria

Essential

1. Digital literacy – an understanding of computer and mobile technologies and the online environment. A proven ability to operate and troubleshoot equipment and systems.
2. A high level of interpersonal, customer service and verbal communication skills.
3. Experience organising programs/projects/events.
4. Holding a Working with Children Check.
5. Hold 'C' class motor vehicle licence.
6. Availability to work unsupervised.

Desirable

1. Previous work experience in a modern library environment.
2. Completion of relevant Library and Information Studies courses.

Signature

Signature *Employee*

Name

Date

As representatives of the Esperance community, the Shire Council and staff are guided by the values of **PRIDE:**

Professionalism

Acting with integrity, showing respect for workmates and community members by responding to all communications in a timely manner, and demonstrating reliability and accountability through honesty.

Respect

Treating everyone with dignity regardless of your personal feelings. It is about listening to opinions, leading with kindness, and embracing diverse views, abilities and perspectives in the pursuit of higher value.

Integrity

Being honest, genuine and consistent in your dealings with everyone and taking ownership of your actions, good and bad – irrespective of whether anyone is watching.

Dedication

Going that one step further and being committed to achieving results, having pride in your work, supportive management and colleagues, and a culture of serving the community.

Excellence

Achieving consistent high standards.