

Library Technician

Corporate Information Services

Position number	00020412
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 3
Reports to	Library Manager (Specified Calling Level 2)
Direct reports	Nil

Context

The Business and Customer Services (BCS) directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. BCS aims to deliver services within an environment of standardised systems and processes.

The Corporate Information Services (CIS) branch is responsible for the provision of records management, Freedom of Information (FOI) services and library services. CIS works to improve information quality, accessibility, reliability and security to support departmental business.

The Department of Education focus is on ensuring that the Western Australian public school system is a major contributor to the State's prosperity and growth as a fair society promoting the wellbeing and participation of all its citizens.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Support Department staff in evidence-based decision making by sharing published research in response to requests, and disseminating relevant research articles and other published information as part of a current awareness service.
- Assist the Library Manager with research requests from Department staff to enhance knowledge and maintain relevant, up-to-date knowledge and best practice.
- Assist in developing and implementing routine library policies, plans and procedures.
- Support collection development and maintenance of library resources, including assisting with acquisitions, shelving, sorting, repair and weeding projects.

- Add, verify, download and edit bibliographic records and contribute towards the maintenance of the catalogue.
- Assist in coordinating and maintaining the library's Department publication collection.

Branch Support

- Support the Library Manager in operating and managing the Department's Library and Information Service to ensure a quality service is provided at all times.
- Undertake other library and information projects, as required.
- Contribute to a work environment that is safe, foster equity and diversity, enable the achievement of personal and EBS goals and facilitate the accomplishment of designated roles and deliverables.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Provide training to Department staff in the use of library systems and equipment.
- Provide information and support Department staff in how to interpret and implement library policies, procedures and practices to assist in maintaining quality resources and collections.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated sound experience in operating automated library management systems, applications and databases and a working knowledge of Microsoft Applications.
2. Demonstrated knowledge and understanding of the *Copyright Act 1968*, *Legal Deposit Act 2012* and experience in document delivery principles and practice.
3. Demonstrated sound oral, written and interpersonal communication skills, including the ability to liaise effectively with a wide range of individuals at all levels.
4. Demonstrated sound research and problem-solving skills, including the ability to identify appropriate solutions.
5. Demonstrated sound organisational skills, including the ability to meet deadlines and identify priorities.

Eligibility and training requirements

Employees will be required to:

- hold a relevant tertiary Library Technician qualification and eligibility for Library Technician membership to Australian Library and Information Association; and
- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 30 July 2025
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