



# Job Description Form

## Senior Library Officer

<b>Position Number:</b> 17203	<b>Classification Level:</b> Level 2
<b>Directorate:</b> Library Services	<b>Agreement:</b> Public Sector CSA Agreement 2024
<b>This Position Reports To:</b> 15806 – Senior Coordinator Client Services, Level 5	
<b>Positions Reporting to this Position:</b> Nil	

### OUR VALUES AND BEHAVIOURS

Your work habits and behaviour contribute to a harmonious, safe and productive work environment. Behaviours of State Library staff align with our values:

<b>Community Focused</b>	Provide high quality services based on community need.
<b>Responsive</b>	Make informed, timely decisions and communicate them clearly.
<b>Respectful</b>	Value others and respect their differences.
<b>Accountable</b>	Hold ourselves to account for the work we do.
<b>Innovative</b>	Strive for excellence by being open to new ideas and embrace opportunities for improvement.

### OUR CORPORATE RESPONSIBILITIES

Model, promote and demonstrate a genuine commitment to the State Library’s organisational values.
Adhere to the Public Sector Code of Ethics and Library Code of Conduct.
Act safely and in accordance with the State Library’s Occupational Health and Safety Policy and Procedures.

## ROLE OF DIRECTORATE

The Library Services Directorate delivers responsive services to the Western Australian community, from the vibrant State Library building in the cultural heart of Perth, online and through the network of public libraries across our expansive state. Library Services shares Western Australian stories from our rich collections through exhibitions, events and experiences and celebrates and supports Western Australian storytellers as they share their stories in all their many forms. Library Services provides access to information and learning opportunity and support for researchers, and partners with local governments to provide free, equitable and contemporary library services throughout Western Australia. Library Services inspires a lifelong love of reading, writing and learning and communicates our many offerings to the community and beyond.

## ABOUT THE ROLE

To assist, support and deliver the day-to-day operations of the Client Services team. This includes providing assistance through various front-facing service points in the State Library, and contributing to team tasks, projects and activities that ensure the delivery of quality library services throughout Western Australia

## KEY RESPONSIBILITIES OF THIS POSITION

### **Role Specific Responsibilities:**

1. Deliver inclusive and client focused services to the Western Australian community, including responding to queries face-to-face, via phone and online, and assist clients to locate, use and access current information resources and technologies to improve their digital literacy.
2. Support the administration of the inter-library loan, document delivery and copy scan services.
3. Facilitate and deliver training and induction for staff.
4. Coordinate library services directly to the public, and indirectly to other library clients and partners throughout the state.
5. Provide support to other directorates as required.
6. Assist with the completion of administrative and procurement tasks.
7. Develop, document, maintain and test procedures and processes to ensure best practice and efficiency in team workflows.
8. Participate in the planning, coordination and implementation of projects.
9. Perform other duties as required.

## ESSENTIAL WORK RELATED REQUIREMENTS

Applicants should be able to demonstrate their capability to meet the criteria below, which should be read in conjunction with the specific responsibilities of this position:

### Essential:

#### 1. Role Specific:

- Strong commitment to the delivery of quality services to clients.
- Well-developed computer skills and knowledge of the Microsoft Office suite, internet searching and online databases.

#### 2. Shapes and Manages Strategy:

- Demonstrated ability to solve problems to work tasks and manage interactions with diverse clients and staff.

#### 3. Achieves Results:

- Good time management and planning skills, including the ability to work and respond to changes in priorities while maintaining accuracy and attention to detail.

#### 4. Builds Productive Relationships:

- Demonstrated capacity to work both independently and as part of a team, and the ability to contribute to a positive workplace.
- Demonstrated ability to identify and respond effectively to diverse and individual needs.
- Demonstrated willingness and ability to share knowledge and skills to support the learning of others.

#### 5. Exemplifies Personal Integrity and Self Awareness:

- Demonstrated ability to carry out duties according to organisational goals with a focus on improvement.
- Demonstrated experience dealing with challenging people and staying calm under pressure.

#### 6. Communicates and Influences Effectively:

- Demonstrated ability to communicate effectively across multiple platforms, both online and face-to-face.

### Desirable:

1. Experience working in a library environment.
2. Knowledge of interlibrary resource sharing practices.
3. Knowledge of Australian copyright and experience applying it to the lending and copying of material.

## APPOINTMENT PRE-REQUISITES

**Appointment to this position is conditional on:**

1. Right to Work in Australia
2. Successful Criminal Record Screening Clearance
3. Successful 100 Point Identity Check

## SPECIAL CONDITIONS

**Special conditions of this position:**

1. Will be required to work rostered hours for a 7 day a week operation, including evenings and weekends.

## CERTIFICATION

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

<b>Position Title:</b> Director Library Services	<b>Name:</b> Susan McEwan	<b>Date:</b> 27/02/2026
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