



## JOB DESCRIPTION FORM

### STATE LIBRARY OF WESTERN AUSTRALIA

#### PURPOSE

The State Library of Western Australia enriches the lives of all West Australians by treasuring their stories, building, preserving and sharing physical and digital collections, whilst reflecting WA's rich heritage and history. Our mission is to inspire individuals and communities by being a hub for literacy, learning, knowledge, creativity and collaboration.

#### VISION

To be a one of the world's great libraries.

#### VALUES

- Access for all.
- Generosity of spirit towards our clients and colleagues.
- Cherishing our stories.
- Sharing expertise.
- Fostering excellence in all that we do.
- Embracing learning and knowledge.

#### DETAILS

**Position Title:**

Senior Library Officer

**Position Number:**

12211

**Classification Level:**

Level 2

**Award/Agreement:**

PSA 1992 / PSGOGA 2014

**Division/Directorate:**

Client Services

**Branch/Section:**

Information Services – Team 2

**Physical Location:**

State Library Building  
25 Francis Street, Perth

**Effective Date:**

31/05/2017

(JDF registered date)

**Employment Type**

Permanent, Full Time



#### REPORTING RELATIONSHIPS

**Position reports to:**

Position Title, Level, Position Number

Team Leader - 12194

**Positions reporting to this position:**

Nil



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### PURPOSE OF THE POSITION

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#### *Purpose of the position*

Assist and support the operations of the Client Services team, including responding to client enquiries and providing technical support through various service points, and contributing to team activities that ensure the delivery of quality library services to the Western Australian community. This position also assists in the provision of support to clients and staff in accessing online resources and services, and facilitating sessions which connect Aboriginal and Torres Strait Islander clients and communities to heritage resources.

### KEY RESPONSIBILITIES

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Duties may include some or all of the following:

1. Assists in the development and delivery of support to staff and clients to access online information and resources.
2. Works directly with community groups throughout the State to connect Aboriginal and Torres Strait Islander clients and communities to State Library of WA resources, collections and services.
3. Contributes to the Storylines database through uploading of material, and management of descriptive metadata.
4. Supports and assists with the provision of library services directly to the public.
5. Develops and reviews policies, procedures and guidelines.
6. Contributes to a positive team environment.
7. Develops and documents procedures to ensure best practice in team workflows.
8. Participates in the planning and development of team workplans.
9. Participates in the planning, coordination and implementation of projects.

Other duties as required with respect to the skills, knowledge and abilities of the employee.

### COMPLIANCE AND LEGISLATIVE KNOWLEDGE

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- Maintains a contemporary knowledge base relating to human resource policies and procedures;
- Complies with Department of Culture and Arts Portfolio Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.



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### WORK RELATED REQUIREMENTS

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#### Essential:

1. Strong commitment to the delivery of quality client services
2. Demonstrated ability to communicate effectively at all levels, both verbally and in writing.
3. Demonstrated understanding of the issues affecting Aboriginal and Torres Strait Islander clients and ability to communicate sensitively and effectively with them.
4. Demonstrated ability in using a range of computer applications, including library systems.
5. Demonstrated ability to work both independently and as part of a team, with a positive approach to continuous improvement.
6. Demonstrated ability to work within specific timeframes with accuracy and attention to detail.
7. Demonstrated ability in solving problems through creative and workable solutions and options.

#### Desirable:

8. Identifies as Aboriginal or Torres Strait Islander.

#### Key Relationships/Interactions:

1. Staff across State Library
2. Public Library staff
3. State Library clients
4. Aboriginal and Torres Strait Islander communities
5. External partners and clients, including volunteers

### KEY CHALLENGES

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1. Maintaining a quality client service
2. Delivering community information sessions in remote, regional and metropolitan areas (no longer than two weeks at a time).
3. Developing and maintaining good working relationships and being flexible with new ways of working.
4. Ensuring safe work practices are maintained at all times



## JOB DESCRIPTION FORM

### ELIGIBILITY

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#### Special Conditions:

1. May be required to work rostered hours for a 7-day per week operation including evenings and weekends.
2. Intrastate travel required to regional and remote communities.
3. A current (within 6 months) National Police Certificate will be required prior to commencement of employment

#### Appointment is subject to:

1. 100 point identification check; and
2. Criminal Records Screening clearance (Police Clearance etc)

#### Training:

- Complete induction within three months of commencement;
- Complete any training specific to the role required by Departmental policy; and
- Complete the department's AEDM within six months of appointment.

### CERTIFICATION

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

### SIGN OFF

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Manager Signature

Date (DD/MM/YYYY)

*I have read and accept the responsibilities of the Job Description Form.*

*The position's duties are to be performed in accordance with the DCA's Code of Conduct.*

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Employee Signature

Date (DD/MM/YYYY)