

## Job Description Form



We provide valued services to the community through:

- **COLLECTIONS** that tell the stories of Western Australia; and
- **CONNECTIONS** that build a trusted knowledge and learning network for Western Australians.

### POSITION DETAILS

<b>Position Title:</b> Library Technician	<b>Position Number:</b> 12215
<b>Classification Level:</b> Level 2	<b>Location:</b> Perth Cultural Centre
<b>Directorate:</b> Library Services	<b>Agreement:</b> Public Sector CSA Agreement 2019
<b>This Position Reports To:</b> 12194, Team Leader Client Services, SCL2	
<b>Positions Reporting to this Position:</b> Nil	

### POSITION PURPOSE

Library Technicians use their technical skills and knowledge to assist clients with the use of Library systems and technologies, respond to client enquires and provide reference, information and associated services. Library Technicians also assist Librarians in the management of Library collections and undertake information management projects as required.

## KEY RESPONSIBILITIES OF THIS POSITION

---

### **Role Specific Responsibilities:**

1. Deliver inclusive customer focused service to all State Library clients.
2. Respond to varied client queries in face-to-face and online environments, provide reference information and associated services, refer complex queries to a Librarian.
3. Assist clients to locate and use resources, access online services and use current technologies to improve their digital literacy.
4. Under direction, support collection management activities and use the library management system for a range of daily and scheduled tasks, for example, resource sharing, collection analysis, technical processing.
5. Communicate effectively with clients, staff and external partners.
6. Contribute to the development, review and maintenance of operational workflows and processes.
7. Assist in the delivery of training to staff as required.
8. Provide support to the Collection Services Directorate as directed.
9. Perform other duties as required.

### **Corporate Responsibilities:**

1. Demonstrates the Library's organisational values.
2. Adheres to the Public Sector Code of Ethics and Library Code of Conduct.
3. Acts safely and in accordance with the Library's Occupational Health and Safety Policy and Procedures.

## 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. Qualifications**

- Eligibility for Library Technician membership of the Australian Library and Information Association.

#### **2. Role Specific:**

- Strong commitment to the delivery of quality client services.
- Well-developed computer skills and a working knowledge of library management systems, Microsoft Office suite, online database and Internet searching and use of email
- Experience providing reference services, either online or face-to-face.

#### **3. Shapes and Manages Strategy:**

- Demonstrated ability to apply judgement and common sense to work tasks and interactions with clients.

#### **4. Achieves Results:**

- Possesses time management and planning skills, including the ability to reorganise work to reflect changes in priority, whilst maintaining accuracy and attention to detail in all tasks.
- Demonstrated experience in solving problems through creative and workable solutions.

#### **5. Builds Productive Relationships:**

- Demonstrated capacity to work both independently and as part of a team, and the ability to contribute to a positive workplace.
- Recognises the value of diversity in both clients and colleagues and recognises that the needs of others may differ.
- Demonstrated willingness to share knowledge and skills to support the learning of others.

#### **6. Exemplifies Personal Integrity and Self Awareness:**

- Determines expectations and goals with supervisor, seeks supervisor feedback and responds to guidance.
- Demonstrated experience dealing with challenging clients and staying calm under pressure.

**7. Communicates and Influences Effectively:**

- Demonstrated ability to communicate effectively, across multiple platforms including online and face-to-face, to enable successful interaction with diverse staff and client base.
- Recognises the importance of communication and information and the responsibility to remain informed in a busy work environment.

**Desirable:**

1. Knowledge of Australian copyright and experience applying it to the lending and copying of library materials.

**APPOINTMENT PRE-REQUISITES**

---

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

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

**SPECIAL CONDITIONS**

---

1. 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> Click or tap here to enter text.	<b>Name:</b> Click or tap here to enter text.	<b>Date:</b> Click or tap to enter a date.
--	--	---

**Effective Date:**

05/11/2020

(JDF registered date)