

## 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 Officer	<b>Position Number:</b> 12207
<b>Classification Level:</b> Level 1	<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

In all Directorates of the State Library of Western Australia, Library Officers are expected to contribute to the development and provision of a quality service environment and customer experience. Library Officers assist clients, both face to face and online, to access a range of services and facilities and work collaboratively with colleagues across the Library to support continuous improvement.

## KEY RESPONSIBILITIES OF THIS POSITION

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### **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.
3. Assist clients to access online services and make use of digital technologies.
4. Provide borrowing services in-house and via interlibrary loan and document delivery.
5. Follow procedures and contribute to the review and testing of operational workflows and processes.
6. Provide assistance to the Collection Services Directorate as directed.
7. Assist with shelving and retrieving library resources, processing, documenting, repairing and preserving resources.
8. Communicate effectively with clients, staff and external partners.
9. Support colleagues to ensure effective delivery of client services.
10. 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

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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 client services.
- Experience and confidence using current digital work tools, including the Microsoft Office suite, and an ability to troubleshoot simple technical problems.

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

- Demonstrated experience in solving routine problems through creative and workable solutions.

#### **3. Achieves Results:**

- Possesses time management skills and maintains accuracy and attention to detail in a busy and dynamic work environment.

#### **4. Builds Productive Relationships:**

- Demonstrated capacity to work independently, under direction, 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.

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

- Demonstrated experience dealing with challenging clients and staying calm under pressure.
- Seeks supervisor feedback and responds to guidance.

#### **6. 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:**

- Experience working in a library environment.
- Knowledge of interlibrary resource sharing practices.

## APPOINTMENT PRE-REQUISITES

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**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

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

## CERTIFICATION

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

<b>Position Title:</b> Manager Client Services	<b>Name:</b> Irena Sikorska	<b>Date:</b> 28/10/2020
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**Effective Date:**

28/10/2020

(JDF registered date)