

Job Description Form

Senior Library Officer

Position Number: 16471	Classification Level: Level 2
Directorate: Library Services	Agreement: Public Sector CSA Agreement 2022
This Position Reports To: 15806 – Senior Coordinator Client Services, Level 5	
Positions Reporting to this Position: Nil	

ROLE OF DIRECTORATE

Library Services delivers services to the community which inspire creativity and curiosity and play a vital role in literacy and learning at every stage of life. The Directorate supports clients, whether online or visiting the building, with specialist library and research services and educational programs based on State Library collections. Early literacy development is supported by the Better Beginnings Family Literacy Program and Western Australian public libraries are supported with advice, training and professional development opportunities.

POSITION PURPOSE

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.

Corporate Responsibilities:

- Models, promotes and demonstrates a genuine commitment to the Library's organisational values.
- Adheres to the Public Sector Code of Ethics and Library Code of Conduct.
- 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. 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. Successful 100 point Identification Check
2. Right to Work in Australia
3. Successful Criminal Record Screening Clearance

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.

Position Title: Director Library Services	Name: Susan McEwan	Date: 25/09/2024
---	------------------------------	----------------------------

