

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Library Assistant</b>
<b>Position Number:</b>	<b>11100</b>
<b>Directorate:</b>	<b>Community Services</b>
<b>Reports to:</b>	<b>Library Supervisor</b>
<b>Department:</b>	<b>Community Programs</b>
<b>Agreement:</b>	<b><i>City of Karratha Enterprise Agreement 2021</i></b>
<b>Classification:</b>	<b>Level 2</b>

## 1. POSITION OVERVIEW

The Library Assistant is responsible for providing quality customer service to the community and users across the City of Karratha libraries.

### 1.1 Position Objectives

- To provide high quality customer service.
- To assist in the day-to-day operations of the library, inclusive of working rostered hours, evenings and Saturdays.
- To participate as part of an effective team.
- To complete routine library and administrative tasks.
- To liaise with senior library staff regarding the operation of library services.

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Customer Service Duties

- Provide a consistently high level of customer service according to the City of Karratha's customer service charter.
- Proficient in IT access and basic problem-solving to assist customers as required.
- Promote and maintain high standards of library service and library presentation.

### 2.2 Library clerical duties

- Accurately and efficiently issue, renew and return library items using the Library Management System
- Assist in the opening, closing and securing library buildings.
- Maintain accurate shelf order on a regular basis, shelve items daily and weed the collection regularly.
- Assist with recording statistical information as required.
- Assist in preparing activities and conduct story time sessions, school holiday activities and special programs that promote life-long learning.
- Participate in staff meetings.
- Assist in stocktake processes.
- Receive and receipt monies for library services.
- Undertake training and development as required for the execution of the role.
- Assist with routine correspondence as required.
- Assist with publicly available equipment, technologies and online resources.

### **2.3 Teamwork**

- Liaise and communicate with all library staff to ensure an integrated approach to work outputs.
- Continuously develop personal skills.
- Follow instructions and initiate new ideas.
- Function as an effective team member, strive to learn and seek new ways of doing things.

### **2.4 Organisational support**

- Respond to initiatives and assist in the development of the service as directed.
- Perform other duties as required by the Library Supervisor.
- Comply with the policies and procedures of the City of Karratha.

### **2.5 Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

## **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1 Authority and Accountability**

- Works under direct supervision of the Library Supervisor
- Works in accordance with approved Council's policies, procedures and guidelines.
- Assist with the day-to-day operations of the library.

### **3.2 Judgement and Problem Solving**

- Ability to problem solve with solutions found in established processes and procedures.
- Ability to assist with problem solving of equipment.
- Efficient and effective organisational and administrative skills
- Ability to lift and carry a medium load.

### **3.3 Specialist Knowledge and Skills**

- Developing research skills.
- Demonstrated proficiency in using personal computer applications, including Microsoft Office suite of products and the internet
- Literacy and numeracy skills, attention to detail

### **3.4 Interpersonal Skills**

- Developing numeracy, written and verbal communication skills relevant to the work area
- Good interpersonal and the ability to communicate with a wide range of people and groups, to ensure delivery of a high level of customer service.
- Ability to work effectively in a team environment.
- Ability to exercise initiative and good judgement when required.
- Ability to manage time effectively to ensure duties are carried out to the required standard.
- Demonstrated customer services skills.

### **3.5 Qualifications and Experience**

- Completion of year 10 or equivalent
- Working with Children Check or be eligible to obtain one
- Provide First Aid Certificate (desirable)
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old), or willing to obtain one

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Library Officer</b>
<b>Position Number:</b>	<b>10345</b>
<b>Directorate:</b>	<b>Community Services</b>
<b>Reports to:</b>	<b>Library Supervisor</b>
<b>Department:</b>	<b>Community Programs</b>
<b>Agreement:</b>	<b><i>City of Karratha Enterprise Agreement 2021</i></b>
<b>Classification:</b>	<b>Level 3</b>

## 1. POSITION OVERVIEW

The Library Officer is responsible for providing quality customer service to the community and users across the City of Karratha libraries, through the maintenance and development of library and information services and community programs. Good interpersonal skills and effective teamwork are required for this position. All employees are expected to work in accordance with the City of Karratha's values.

### 1.1 Position Objectives

- To provide high quality customer service.
- To assist in the day-to-day operations of the library, inclusive of working rostered hours, evenings and Saturdays.
- To participate as part of an effective team.
- To complete routine library and administrative tasks.
- To liaise with senior library staff regarding the operation of library services.
- Respond to complaints from the public, as necessary.

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Customer Service Duties

- Provide a consistently high level of customer service according to the City of Karratha's customer service charter.
- Must be proficient in IT access and basic problem-solving to assist customers as required.
- Promote and maintain high standards of library service and library presentation.
- Attend internal and external meetings as required.

### 2.2 Library clerical duties

- Accurately and efficiently issue, renew and return library items.
- Competency in the use of Library Management Systems.
- Undertake opening, closing and securing library buildings.
- Maintain accurate shelf order on a daily basis, shelve items daily and weed the collection regularly.
- Assist in processing stock, reservations and interlibrary loans.
- Record statistical information as required.
- Process new or donated collection items and undertake stock maintenance and repairs and process exchanges.
- Receipt incoming periodicals, process and maintain records.
- Prepare activities and conduct story time sessions, school holiday activities and special programmes that promote life-long learning.
- Assist with preparation of and actively participate in staff meetings.

- Participate in development of programmes requiring multi-skilling and job rotations.
- Participate in the development and implementation of library processes and procedures.
- Assist in stock take processes.
- Receive and receipt monies for library services.
- Undertake training and development as required for the execution of the role.
- Prepare routine correspondence as required.
- Assist with publicly available equipment, technologies and online resources.

### **2.3 Teamwork**

- Liaise and communicate with all library staff to ensure an integrated approach to work outputs.
- Continuously develop personal skills.
- Follow instructions and initiate new ideas.
- Function as an effective team member, strive to learn and seek new ways of doing things.
- Lead by example.

### **2.4 Organisational support**

- Respond to initiatives and assist in the development of the service as directed.
- Perform other duties as required by the Library Supervisor.
- Comply with the policies and procedures of the City of Karratha.

### **2.5 Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

## **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1 Authority and Accountability**

- Ability to be responsible for the day-to-day operations of the library.
- Ability to work with minimal supervision, supervising the day-to-day operations of the library.
- Work is generally defined within established procedures and work routines.

### **3.2 Judgement and Problem Solving**

- Demonstrated ability to identify, analyse and solve problems within established processes and procedures.
- Demonstrated ability to participate in development of library processes and procedures.

- Demonstrated ability to assist with problem solving of equipment.
- Proven time management skills.
- Proven efficient and effective organisational and administrative skills, preferably in a similar environment.
- Ability to lift and carry a medium load.

### **3.3 Specialist Knowledge and Skills**

- Previous experience in a library (desirable).
- Sound research and written skills.
- Demonstrated proficiency in using personal computer applications, including Microsoft Office suite of products, the internet and Library Management Systems and using Library online resources.
- Demonstrated proficiency in planning, developing and delivering programs.
- Demonstrated literacy and numeracy skills, attention to detail and a high level of accuracy of outputs.

### **3.4 Interpersonal Skills**

- Good interpersonal and conflict resolution skills and the ability to communicate with a wide range of people and groups, to ensure delivery of a high level of customer service.
- High level customer service skills.
- Demonstrated ability to work effectively in a team environment.
- Ability to exercise initiative and good judgment when required.
- Ability to work effectively both as a team member and autonomously, under minimal supervision, as required.

### **3.5 Qualifications and Experience**

- Completion of year 12 or equivalent
- Tertiary qualifications in, or progress towards Library Services qualification or related field (desirable)
- Working with Children Check or be eligible to obtain one
- Provide First Aid Certificate (desirable)
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old), or willing to obtain one