

POSITION DESCRIPTION

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| Position Title: | Library Officer (eServices) |
| Position Number: | 10985 |
| Directorate: | Community Services |
| Reports to: | Library Supervisor |
| Department: | Community Programs |
| Agreement: | City of Karratha Enterprise Agreement 2021 |
| Classification: | Level 3 |

1. POSITION OVERVIEW

The Library Officer eServices 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

- Contribute to effective service delivery and support of the library's online, electronic resources.
- To provide high quality customer experience through the identification, investigation and implementation of innovative technology programs.
- To assist in the day-to-day operations of the library (includes routine library and administrative tasks), inclusive of working rostered hours, evenings and Saturdays.
- To participate as part of an effective team.
- 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 service according to the City of Karratha's customer services charter.
- Promote and maintain high standards of library service and library presentation.
- Attend internal and external meetings as required
- Must be proficient in IT access and basic problem-solving to assist customers as required.

2.2 eServices Duties

- Under the supervision of the Library Supervisor liaise with key stakeholders to obtain necessary support for eServices library programs and events.
- Plan, program and present online services workshops, training programs and community programs to support life-long learning.
- Under the supervision of the Library Supervisor support professional development in all aspects of Library IT systems and online services for library staff.
- Under the supervision of the Library Supervisor assist with the development of eResource content, library software and IT equipment, including liaising with internal and external IT support officers.

2.3 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 includes assisting in stocktake, 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.
- Develop, deliver and market innovative library programs and events to support life-long learning to the City of Karratha community including story time sessions, school holiday activities and special programs.
- 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.
- Receive and receipt monies for library services.
- Assist with publicly available equipment, technologies and online resources.
- Undertake training and development as required for the execution of the role.

2.4 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.

2.5 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.

2.6 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.

- Administer First aid as required.

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, Library Management Systems, using Library online resources.
- Demonstrated proficiency in planning, developing and delivering eServices 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 or Information Technology 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